GRANDE COMMUNICATIONS®

Here For You

Customer Guide

Welcome To Grande Communications

Thank you for choosing Grande Communications. This guide will be your resource for everything Grande Communications has to offer. The more you know and use the options available, the more value and flexibility you will enjoy with your TV, Internet, and Phone services.

With focus on our customers, we have held true to the belief that our support teams must be in Texas; our 24/7 customer and technical support calls will always be answered by someone right here in Texas.

Your TV Service

With your Grande Communications TV service there's something for everyone. And we have the features to help you maximize your state-of-the-art entertainment experience.

Interactive Guide on Digital Receivers

The interactive guide helps you to easily find the shows or channels you want to watch, see what is on at specific times, or search a particular network. Use the guide to quickly find what you're looking for so you never miss a minute of the programming that is important to you.

Note: If you are in Austin, San Marcos, San Antonio or Waco, and use a Scientific Atlanta digital receiver, check out that section for information. If you are in Corpus Christi, Midland, Odessa or Dallas, and use a Motorola digital receiver, you can refer to that section.

TiVo

TiVo Q from Grande is a new way to watch your favorite TV shows, Grande On Demand, Web Videos, Music and Photos right on your TV – whenever you want them, in every room in your house. From a device so smart, it knows what you want and even helps you discover new programs you'll love. And if you add a TiVo Stream, you can watch live TV or recorded shows on your favorite mobile devices.

Parental Controls

We offer parental controls so you can choose the programming appropriate for your children to view and block the content you don't want them to view.

FlexScreen

FlexScreen is the newest way to watch your favorite programs on any screen, any time, anywhere. Watch over 100,000 clips, movies, and shows. Whether you're anywhere in your house or on the go, FlexScreen is there for you.

On Demand

Grande TV customers with a digital receiver can enjoy On Demand – total programming at your fingertips. Watch your favorite shows back-to-back while enjoying the fast-forward, pause and rewind functions on your remote.

Note: On Demand service is not available in Dallas.

High-Definition Programming

Grande provides HD programming at no extra cost.

Your TV Service

Grande TV Overview 1
Using Your Remote Control 2
Using Your TiVo Remote Control 3
Your Scientific Atlanta Digital Receiver 4
Your Motorola Digital Receiver 6
Your TiVo Premiere/Premiere Q 8
TiVo Stream 11
FlexScreen 13
On Demand Services 13
High-Definition TV (HDTV) 14
Connecting Your Components 15
Troubleshooting Tips 18
FAQs 18

Your Internet Service

Getting Connected 23
Your Grande Home Page 24
Using Grande Webmail 25
Setting Up Email 28
Email Phishing 32
Online Security 32
Wireless Home Networking 33
Troubleshooting Tips 34
FAQs 34

Your Phone Service

Using Your Phone Service 37
Outage Protection Service 38
Your Online Phone Manager 38
Your Calling Features 40
Your Voicemail Service 46
Understanding Your Equipment 49
Troubleshooting Tips 50
FAQs 51

How To Read Your Monthly Bill 52

Policies & Agreements 54

Table Of Contents

Grande TV Overview 1
Using Your Remote Control 2
Using Your TiVo Remote Control 3
Your Scientific Atlanta Digital Receiver 4
Your Motorola Digital Receiver 6
Your TiVo Premiere/Premiere Q 8
TiVo Stream 11
FlexScreen 13
On Demand Services 13
High-Definition TV (HDTV) 14
Connecting Your Components 15
Troubleshooting Tips 18
FAQS 18

Using Your Remote Control

Your remote helps you navigate Grande TV services. Below is an overview of your remote's capabilities:

POWER/MODE: AUX, DVD, AUD, TV or CBL
Press once to select a home entertainment component to control. **CBL** controls the Motorola or Scientific Atlanta digital receiver.

GUIDE & MENU: Press to access the Interactive Program Guide.

SETTINGS: Press to customize your Interactive Program Guide.

ARROWS: Press to navigate menus and listings and control playback of live TV and recorded programs.

VOLUME: Press + or - to raise or lower the volume.

MUTE: Press once to turn sound on or off.

FAV (Favorite): Press to see pre-selected channels or programs.

PIP buttons: Press to control Picture-in-Picture functions.

POWER: Press to turn your digital receiver, compatible TV, VCR and other device(s) on or off.

INFO: Press to obtain detailed program information.

EXIT: Press to exit out of your digital receiver's menu and guide.

PAGE: Press to navigate settings or the Program Guide.

OK/SEL: Press to choose options, PPV events and to tune to programs from the Program Guide.

CHANNEL: Press + or - to change the channel up or down.

LAST: Press to go back to a previous screen or area.

DVR & VOD PLAYBACK BUTTONS: Use these buttons to navigate through your DVR recordings or On Demand programming.

Programming Your Remote

1. Turn on all the electronic devices you want the remote to operate (i.e. TV, DVD, AUDIO).
2. Press the **OK/SEL** button and the **MUTE** button together until the **POWER/MODE** button illuminate in slow rotation (AUX, DVD, AUD, TV, CBL).
3. Press and hold the **CHANNEL UP** button until one device turns off. While you are pressing the **CHANNEL UP** button, the **POWER/MODE** buttons will illuminate in fast rotation. As soon as one device turns off, release the **CHANNEL UP** button.
4. Press the **MUTE** button. If the device that turned off in Step 3:

   a. Turns back on, press the **OK/SEL** button to lock this code. The **POWER/MODE** buttons will blink three times and then will turn off.

   b. Does not turn back on, press the **CHANNEL DOWN** button one click at a time until that device turns back on. Each time you press the **CHANNEL DOWN** button, the **POWER/MODE** buttons will illuminate once in reverse fast rotation (AUX, DVD, AUD, TV, CBL).
5. Repeat steps 2-4 for each of the remaining electronic devices you want the remote to operate.

Using Your TiVo Remote Control

TiVo: Takes you to the TiVo Central® screen, the Guide Menu for all TiVo features and settings.

TV Pwr: If programmed, turns TV or A/V receiver on/off. Your TiVo Premiere is always on.

Arrows: Navigate TiVo menus and program guide. Left arrow goes back.

Thumbs Up/Thumbs Down: Rate shows for TiVo Suggestions.

Pause: Press to freeze show. Press again to resume watching.

Rewind: Rewinds show. Press it up to three times for three speeds.

Slow: Plays in slow motion.

Replay: Repeats last 8 seconds. Press and hold to jump to beginning.

On Demand: Provides direct access to Grande On Demand library.

Live TV/Swap: Takes you to live TV. If you're watching live TV, use it to switch to another tuner.

Info: Displays detailed info on show being watched. Press again to clear.

Guide: Takes you to the program guide. Press again to clear the guide.

Select: Choose menu options or shows to record.

Record: Start/stop recording.

Play: Starts playing show from My Shows list.

Fast-Forward: Fast-forwards through show. Press up to three times for three speeds.

Advance: Moves forward in 30-second increments. Press and hold to jump to end of show.

A, B, C, D: In TiVo with HD menus, sort and filter views. Look for the on-screen tips.

Enter/Last: Returns to last channel viewed in live TV. Also works like **Select** button in guide view.

Programming Your TiVo Remote

Programming TV Power & Volume Functions

1. Go to TiVo Central and select "**Settings & Messages**".
2. Select **Settings** > **Remote, CableCARD & Devices** > **Remote Control Setup**.
3. Follow on-screen instructions.

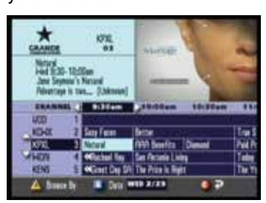
Your Scientific Atlanta Digital Receiver

This section covers the Scientific Atlanta digital receiver used in Austin, San Marcos, San Antonio and Waco.

NOTE: Your Scientific Atlanta digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

Your interactive program guide lets you see what's on TV, access program information, record shows or movies (with DVR feature) and purchase pay-per-view movies or events, all with the click of a button. This guide also lists programs and program information for every channel up to 7 days in advance.



To Access the Interactive Program Guide

1. Press the **GUIDE** button on the remote.

To get detailed information on a program

1. From the Guide Menu, use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to move the selector box around the screen and highlight a selection.
2. When your selection is highlighted, press the **INFO** button on the remote to view detailed information and additional options on your selection.

To Browse

1. Press the **GUIDE** button to go to the Guide Menu.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Theme**, **Title** or **Channel** and press the **OK/SEL** button.
3. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to sort through the listings that appear. When you see something you want to watch, press the **SELECTION** button.

Setting Reminders

1. From the Guide Menu, highlight the future program for which you want to set a reminder and press the **OK/SEL** button.
2. When the menu screen appears, press the arrow buttons to choose "**Set a Reminder for**".
3. Press the **OK/SEL** button. A clock indicates that a reminder has been set.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

1. From the Guide Menu, press the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight "**Viewer: Favorites**" and press the **OK/SEL** button.
3. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight channels. Press the **OK/SEL** button to add a channel to your "**Favorites**" list. A favorite channel is noted by a blue ribbon.
4. Press the **A** button to accept your favorite list.

Multiple Options to View or Access your Favorite Channels

1. If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
2. While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
3. While watching TV, press **FAV** to quickly tune to your Favorites.

Parental Controls

Parental locks allow you to restrict viewing and purchases of TV programming based on viewing preferences. Set a personalized four-digit pin and you can place locks on selected ratings, channels and titles, and even hide adult titles from being displayed on-screen.

Creating a Parental Control PIN

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Block:PIN** and then press the **OK/SEL** button.
3. Highlight **Enable** and press the **OK/SEL** button.
4. Choose a four-digit PIN that you will remember.

Note: Follow steps 1 and 2 to change your PIN. Confirm the change by entering your new PIN a second time.

Turning Parental Control On

1. While watching TV, press the **SETTINGS** button.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Turn Off/On Parental Control**.
3. Press the **OK/SEL** button to change settings **ON** or **OFF**. Then enter your Parental Control PIN.

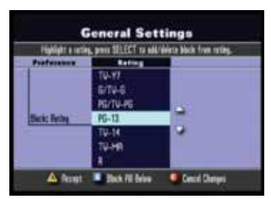
Setting Parental Controls – Block Channels

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight Block: Channels and press the **OK/SEL** button on the remote.
3. If you set up a Parental Control PIN, you will be required to enter it at this time.
4. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to choose the channels to block. When your selection is highlighted, press the **OK/SEL** button.
5. Press the **A** button to accept blocked channel. Then press the **EXIT** button to return to watching TV.

Setting Parental Controls – Block Ratings

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight " **Block: Ratings**" and press the **OK/SEL** button on the remote.
3. If you set up a Parental Control PIN, you will be required to enter it at this time.
4. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to choose the rating to block.
5. Press the **OK/SEL** button or the **B** button to block the rating. You will have to select each rating separately that you wish to block.
6. Press the **A** button to accept.

Note: Blocks do not take effect until Parental Control is turned on.



Pay-Per-View (PPV)

Ordering PPV

1. From the Guide Menu, highlight the movie/event you want to and press the **OK/SEL** button on the remote.
2. Press the **B** button to buy and the **A** button to confirm the purchase.

A confirmation message will appear if the program is already in progress. Otherwise, an attention screen counts down until the program begins.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

Your Motorola Digital Receiver

This section covers the Motorola digital receiver used in Corpus Christi, Midland, Odessa and Dallas.

NOTE: Your Motorola digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

Your interactive program guide gives you easy access to your digital TV features. It let's you see TV listings by time, provides viewing options by category, search functions, Favorites, local weather, and more. You can narrow your search by using the theme, or other various subcategories. The guide lists program information for every channel up to 14 days in advance.

To Access the Interactive Program Guide

1. Press **GUIDE** once on your remote.

To get Detailed Information on a Program

1. Press the **GUIDE** button on your remote to go to the program listings.
2. Use the **ARROW BUTTONS** to move the selector box around the screen and highlight a selection.
3. Press **INFO** on your remote to see detailed program information for any highlighted title.

Setting Reminders

1. From an information screen, highlight the **Bell icon** and press **OK/SEL**. Follow the on-screen prompts to confirm the Reminder or set Reminder options.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

The Favorites feature allows you to quickly access the channels you have designated as Favorites. To add channels to your Favorites list:

1. Select **Setup** from the Guide Menu.
2. Select **Favorites** Setup.
3. Highlight a channel and press **OK/SEL** or **FAV**. The **HEART** indicator will appear, designating the channel as a Favorite.

To remove a channel from your Favorites, highlight the channel in the Favorites Setup and press **OK/SEL** or **FAV**. The **HEART** indicator disappears and the channel will no longer be designated as a Favorite.

Multiple Options to View or Access your Favorite Channels

1. If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
2. While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
3. While watching TV, press **FAV** to quickly tune to your Favorites.

Parental Controls

Parental locks allow you to restrict viewing and purchases of TV programming based on viewing preferences. Set a personalized four-digit pin and you can place locks on selected ratings, channels and titles, and even hide adult titles from being displayed on-screen.

Creating a Parental Control Locks PIN

Setup and change your Parental Locks and Purchase PIN in the "**PINS Setup**" menu. Your Parental Locks PIN allows you to restrict viewing of programs to only those members of the household that have the PIN. Your Purchase PIN is used to restrict the purchase of pay programming.

To Create your Parental Locks or Purchase PIN

1. Select **Setup** from the Guide Menu.
2. Select **PINs Setup**.
3. Follow the on-screen prompts to setup, clear or change your PINS.

Parental Locks Setup

You can set Parental Locks anytime in the guide or while watching TV.

Using the **LOCK** button or icon:

1. Press the **LOCK** button on your remote or use the lock icon on an information screen.
2. Enter your four-digit Parental Locks PIN and Lock the channel, title or rating using the on-screen prompts.

Using the **Setup Menu**:

1. From the Guide Menu select **Setup**, then **Locks Setup**.
2. Use the **Arrows Buttons** to make your selections and then press **OK** to confirm each setting.

Pay-Per-View (PPV)

Ordering PPV

1. From the Guide Menu and Quick Menu, select **PPV** and go to the PPV menu.
2. Select any of the PPV options to see programs available in a variety of categories.
3. When you find a program of interest, highlight the title and press **OK/SEL** for the information screen.
4. To purchase a program, highlight the **BUY** icon and follow the onscreen prompts to complete your order.

If the program is scheduled to air at a future time, a Reminder is automatically set to notify you of your order before the program begins.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

Your TiVo® Premiere/Premiere Q

The starting point for the amazing TiVo Premiere/Premiere Q features is the TiVo button on your TiVo remote control. Press this button once and you will be directed to the TiVo Central® screen, where you can follow the on-screen directions to where ever you want to go!

For more detailed instructions on using your TiVo Premiere/Premiere Q, be sure to visit www.mygrande.com/tivo.

NOTE: If your TiVo DVR has a letter "Q" on the right side of the box next to the "Format" button, you have a TiVo Premiere Q. If your TiVo DVR does not have a letter "Q", then it is a TiVo Premiere.

TiVo Premiere DVRs

Grande supports multiple models of TiVo Premiere DVRs. If you have multiple TV's in your home, you will have the TiVo Premiere Q (also referred to as Multi-Room TiVo) installed on your main TV and a TiVo Preview or TiVo Mini installed on other TV's. TiVo Premiere's or TiVo Premiere Q's contain the actual DVR functionality and these are the devices that you will use to manage your recordings, settings and other main functions.

Finding and Recording Shows

Search & Record: Find what you Love to Watch

From the TiVo Central screen, select **Find TV, movies & videos**, then select **Search**. Enter a few letters of the show title or actor name, and the TiVo service searches across TV, On Demand and Web to find matches. When you find something you like, select it to see the show's information screen, then choose **Get this show**. You can record a single episode (select **Record next episode**) or every episode in the series (select **Get a Season Pass**).

Season Pass® Recordings: Record Every Episode of a Show

Select **Get a Season Pass** from a show's information screen and every episode of the series will be recorded, even if the date or time changes.

Guide: Find out What's on TV Now or Later

Press the **GUIDE** button on your TiVo remote to find what's on right now, and what's coming up. Use the arrow keys to move around the guide. Press **FORWARD** and **BACK** to move right or left one page at a time. Press **ADVANCE** to move 24 hours ahead and **REPLAY** to move 24 hours back.

WishList® Searches: Find Shows that Match your Areas of Interest

Search by actor, director, keyword or category, and every time a show's title or description matches your criteria, it's recorded for you. To get started from the TiVo Central screen, select **Find TV, movies & videos**, then select **WishList saved searches**.

Recording Options: Get Exactly the Results you Want

You can choose whether or not to record re-runs, how many episodes of a series to keep, or even when to start or stop recording (a little early or a little late). Just choose **Options** when you set up a single recording or a Season Pass recording.

Watching Shows

Live TV: Return to Live TV at Any Time

Press the **LIVE TV** button on your TiVo remote to watch live TV. Press **LIVE TV** again to switch tuners. While watching live TV, you can **PAUSE**, **REWIND**, and **PLAY** the video in slow motion.

My Shows: All your Recorded or Downloaded Programs

My Shows is the first menu item on the TiVo Central screen. This contains your recorded and downloaded shows and all of your TiVo recommended shows (TiVo Suggestions).

Hint: You can get to the My Shows list by pressing the TiVo button on your remote control twice.

Parental Controls: Controlling Access is Easy

Restrict access to shows based on rating or simply restrict certain channels. From the **TiVo Central** screen, select **Settings & Messages** > **Settings** > **Parental Controls**.

Getting Recommendations

Discovery Bar: Get Personalized Recommendations

The **Discovery Bar** is the bar of thumbnail images across the top of TiVo Central and most other TiVo with HD menu screens. The Discovery Bar helps you find new shows based on what shows you rate with the **THUMBS UP** and **THUMBS DOWN** buttons on your remote control. And it doesn't contain only shows. You'll also find thumbnails for actors, collections of related shows, and more. Press the **UP** arrow to move up to the Discovery Bar, then the **LEFT** and **RIGHT ARROWS** to move around. Press **SELECT** on an image that interests you to open an information screen about that item.

TiVo Suggestions: Record Shows that Match your Preferences

Based on the ratings you give shows and movies, **TiVo Suggestions** automatically selects and records new content for you. It's a great way to make new discoveries. Don't worry, TiVo Suggestions won't override your own recordings or steal valuable disk space. If you choose to auto-record TiVo Suggestions, you'll find a list of recorded TiVo Suggestions in you're My Shows list. TiVo Suggestions are marked with a Suggestions icon.

Collections: Find Shows Based on Genre or Category

From the TiVo Central screen, select **Find TV, movies & videos**, then select **Browse TV & movies**. You'll find groups of shows on related subject matter recommended by the TiVo Service, partners, or video providers.

Stream the Tunes you Love from the Internet, your PC or Mac, to the Best Speakers in the House

Access the best of internet radio with Pandora® Internet Radio & Live 365. Pandora let's you create custom Internet radio stations personalized just for you and Live 365 let's you stream radio stations from your town and from around the world.

You can also stream music from your PC or Mac to your TiVo Premiere/Premiere Q for free with the TiVo Desktop software available at www.mygrande.com/tivo.

You can access all your music options from the **TiVo Central** screen, choose **Music & Photos** (for TiVo with HD menus) or **Music, Photos & Showcases** (for TiVo with SD menus), and select Pandora or Live 365. Follow the on screen instructions.

Remote Scheduling to Program your TiVo Q from Anywhere

Not at home? Take advantage of our Remote Scheduling feature to find shows and schedule recordings online using a tablet, laptop or smartphone.

From your tablet or laptop, go to www.mygrande.com/tivo and click on the "**Online Scheduling**" link. Once on the TiVo site, click the "**Find TV Shows**" link. If you're using a smartphone, go to m.tivo.com. Click on the "**Search**" link, sign in, and select the TiVo device you want to receive the recording request. Then simply pick the TV show you wish to record, choose a recording option, and your request will be sent!

Take your TV Shows & Movies with you on your PC, Mac, iPad, iPhone, Android Phone or PSP

It's easy to transfer recorded TV shows, movies and music from your TiVo Premiere/Premiere Q to your PC, Mac, iPad, iPhone, Android Phone or PSP. The first step is to download TiVo Desktop software to your computer. To download this software, visit www.tivo.com (Additional charge required by TiVo).

Once you've downloaded the TiVo Desktop software you can transfer most of the shows and movies to your favorite portable device. Please note, some shows are protected by content rights by the studios and cannot be transferred. The software will identify these shows for you.

iPad TiVo App: Get Ultimate Control and Easily Search and Discover Favorite Shows & Movies

The app brings the best of what TiVo has to offer on a second screen. You can surface new content, view guides, schedule and manage recordings, get recommendations, or investigate a particular actor's entire resume–all without interrupting your program.

Your iPad, iPod or Android mobile device turns into the ultimate TiVo companion and takes your TV watching experience to a whole new level. Download the TiVo App from the Apple App Store or the Google Play.

Note: To use the app, you'll need to make sure that the "Network Remote Control" setting is enabled on your device. From TiVo Central, select **Settings & Messages** > **Settings** > **Remote, CableCARD, & Devices** > **Network Remote Control**.

Parental Controls

Your TiVo Premiere/Premiere Q from Grande gives you two great ways to make sure your family has access to only those shows you want them to watch.

Using Parental Controls

From the TiVo Central screen, choose '**Settings & Messages**,' then '**Settings**,' then '**Parental Controls**.' (Or, select the padlock icon from the large channel banner.) The padlock icon in the channel banner shows the current state of Parental Controls.

- **Off** No password or controls are set. The icon is dim and unlocked.
- **On** Password and controls are set. The icon is bright and locked.
- **Temporarily Off** Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls Settings

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

Turn on Parental Controls. Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.

Turn off Parental Controls. Enter the password, and press **SELECT**. When Parental Controls are off, the password is deleted and anyone can view any show or channel.

Temporarily turn off Parental Controls. Either enter the password to watch a show or channel, or select '**Temporarily turn off Parental Controls**' from the Parental Controls screen. When Parental Controls are temporarily turned off, any show or channel can be viewed, but the password is still required to change Parental Controls settings.

Auto Re-lock. When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won't re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

Change the Password. While Parental Controls are on, select '**Change Password**' from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

Setting rating for TV and movies. Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems, as well as for specific types of TV content. Select the rating type to change it.

TV rating limit. Ratings shaded in green are not locked; ratings in red are locked. Use the **UP/DOWN** arrows to adjust which ratings are locked.
Movie rating limit. Ratings shaded in green are not locked; ratings in red are locked. Use the **UP/DOWN** arrows to adjust which ratings are locked.

Block by TV content. Types of content marked by broadcasters as blockable are listed. Select each type of content you want to block and use the **UP/DOWN** arrows to adjust which ratings are blocked (shaded in red). Ratings in gray do not apply to that type of content. For example, a TV-Y show would not have V-Violence content so there is nothing to block.

Block Unrated Programs. Some movies and TV shows are unrated. Use this setting to block all unrated movies or TV shows.

Manage Other Ratings. Additional regional ratings may be available.

Pay-Per-View

Ordering PPV

1. Browse through the channel guide for the PPV program you are interested in viewing.
2. When you find a program of interest, highlight the title and press **SELECT**.
3. Press **SELECT** again to view the PPV information.
4. Follow the on-screen instructions.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

TiVo Stream

TiVo Stream adds flexibility to your TV experience by letting you stream shows to mobile devices in your home, or download shows and take them anywhere life takes you.

- You can start watching a show you haven't even recorded yet. Begin recording a show and instantly start watching it anywhere within your home. It's as good as live TV on your mobile devices.
- Wirelessly download shows to your mobile device and watch them when you want, where you want.
- Available on your favorite devices: iPad, iPhone and iPod touch. Android phones and tablets available in mid-2014.

TiVo Stream Installation Guide

What You Will Need

- One or more iPad, iPhone or iPod touch devices running iOS5.1 or later
- At least one TiVo Premiere /Premiere Q series DVR
- Free TiVo App for iPad, iPhone or iPod touch
- A wired Ethernet or MoCA connection between your TiVo Premiere/Premiere Q and home network.

Customer Installation Instructions

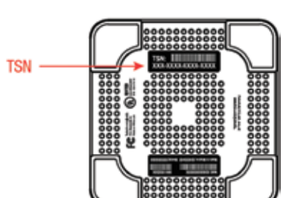
Follow these 6 simple steps for installing your TiVo Stream.

1. Write down your TiVo Stream's TiVo Service Number (TSN).

You may need this number during the setup process, or if you contact Customer Service. You can find the TSN on the bottom of the device. It is a 15-digit number.

TSN: _ _ _ - _ _ _ - _ _ _ - _ _ _ - _ _ _

NOTE: You can also write your TSN number on the back cover of this booklet for future quick reference.



2. On your iPad or other mobile device, download or update the TiVo App.

To stream or download shows from your TiVo Premiere/Premiere Q, you will need the latest version of the TiVo App. If you don't already have the TiVo App, download it from the App Store and install it on your device. If you already have the TiVo App, make sure it's up to date (version 2.0 with no updates pending).

Note: Compatible with iPad, iPhone and iPod touch devices running iOS5.1 or later. Visit www.tivo.com/stream for other device compatibility.

Not all programs may be transferred due to copy protection mechanisms used by copyright owners under the FCC's encoding rules (47 C.F.R. 76.1904).

3. Check your TiVo Premiere/Premiere Q network connection.

Verify that your TiVo is connected to your home network using either a wired Ethernet or MoCA connection.

Wired Ethernet: Connect your TiVo Premiere/Premiere Q to an open port on your router or to an Ethernet jack in your wall using an Ethernet cable (shown below).

MoCA: To use a MoCA connection, you must have MoCA enabled in your home. Then, connect the coaxial cable coming from the wall to the CABLE/MoCA port on the back of the TiVo Premiere/Premiere Q. For more information on MoCA, see www.tivo.com/moca.

4. Upgrade your device list.

Running "**Test Internet Connection**" verifies that your TiVo Premiere/Premiere Q can download the latest list of devices in its share group, which now includes the recently added TiVo Stream.

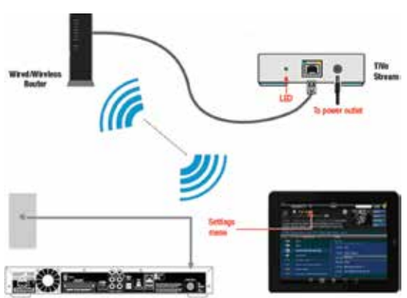
From TiVo Central, select: **Settings & Messages** > **Settings** > **Network** > **View Network Diagnostics** > **Test Internet Connection**.

5. Connecting your TiVo Stream

- Connect the TiVo Stream to an open port on your router using an Ethernet cable.
- Connect the power cord from the back of the TiVo Stream to a power source.
- Wait for the LED on the back of the TiVo Stream to turn solid white. This should take less than 10 minutes.

6. Finish setup on your mobile device

- Make sure that your iPad or other mobile device is connected to your home network.
- On your iPad or other mobile device, launch the App.
- Follow the on-screen instructions to set up the App and connect to your TiVo Premiere/Premiere Q. If the on-screen instructions do not automatically appear, go to the App's "**Settings**" menu and tap "**TiVo Stream Setup**."
- Enjoy! For step-by-step instructions on using the TiVo App, visit www.tivo.com/howto.



FlexScreen

FlexScreen enables you to watch your favorite programs on any screen, anytime, anywhere. Watch over 100,000 clips, movies, and shows! Whether you're anywhere in your house or on the go, FlexScreen is there for you.

- Watch TV and more wherever you want.
- Available on all your favorite devices (smartphone, tablet, laptop).
- All you need is an Internet connection and a Grande username.

Note: Content provider restrictions apply.

About FlexScreen

- Included free with your current Grande channel subscriptions.
- FlexScreen offers the best channels and content available, including HBO GO, MAX GO, Showtime Anytime, CNN, Cartoon Network, TBS and much more!
- Works on the following devices:
  - Computers: Macs & PCs.
  - Mobile devices like the iPad, iPhone or Android Phones and tablets.
  - Internet streamer devices like ROKU box.
  - Video game consoles like XBOX360.

How to Use FlexScreen

1. Go to www.mygrande.com/flexscreen and click on "**Get the HBO Go App**" or "**Get the Max Go App**".
2. Follow the on-screen instructions.

Note: To use FlexScreen you need a username and password. If you already have a @mygrande.net or @grandecom.net email address, you already have a Grande username. Your username is the first part of your Grande email address before the @ symbol.

For example, if your email address is: username_xyz@mygrande.net, then your username is 'username_xyz'. Your password is your current Grande email password.

Please contact Grande Customer Service is you do not have a username. If you do have a username but forgot your password, go to http://password.mygrande.net to reset it.

On Demand Services

Grande's On Demand lets you choose from thousands of movies and programs, many of them free. Use your remote to pause, rewind or fast-forward your program, similar to how you use a DVR or DVD. You can watch what you want, when you want. And, if you have HBO, Showtime, Cinemax or Starz, you can enjoy On Demand programming from those channels as part of your service.

Note: On Demand is not available in Dallas.

Using On Demand
(on Scientific Atlanta and Motorola Digital Receivers)

(Motorola)

(Scientific Atlanta)

You must have Preferred TV or Premier TV and either a Scientific Atlanta (in Austin, San Marcos, Waco, San Antonio) or Motorola digital receiver (in Corpus Christi, Midland and Odessa) to access Grande's On Demand service. Follow these steps to access On Demand:

1. Tune to Channel 1.
2. Scroll through the category options to select your desired category.
3. Press **OK/SEL** to make your selection and move to the next screen.
4. While watching you can use your remote to **PAUSE**, **STOP**, **FAST-FORWARD** or **REWIND**.
5. Press **STOP** to exit currently playing program and return to the On Demand menu.
6. Press **LAST** to return to prior On Demand screen.

Note: Movies, events and other programs are typically available for 48 hours after rental. Adult programs are available for 8 hours after rental.

You can watch a program as many times as you like within the rental period. To resume watching a previously rented program, go to that program's category and select "My Rentals" or "Saved Programs."

Using On Demand (with TiVo Premiere/Premiere Q)

Your TiVo Premiere/Premiere Q integrates Grande On Demand into TiVo's search, browse and discover tools so it is easy to find your favorite TV shows and movies. The fastest way to access the Grande On Demand library is to press the **ON DEMAND** button on your remote control.

You can also get to Grande On Demand from the TiVo menu. When using TiVo with HD menus, from the TiVo Central screen choose **Find TV, movies & videos** then **Grande On Demand**. When using TiVo with SD menus, on the TiVo Central screen choose **Grande On Demand**.

Using Parental Controls On Demand

You can easily set a Parental Controls in order to prevent unauthorized users from buying any content that must be purchased - such as movies, adult movies or events. If you subscribe to HBO, Showtime, Cinemax or Starz, you may want to block access to these On Demand channels as they may contain mature programming. For more information on parental controls, please go to page 10 in this booklet.

High-Definition Television (HDTV)

Grande's HDTV service delivers movie theater quality to your living room with Dolby® Digital 5.1 surround sound and 1080i transmission for crystal clear picture resolution. That's ten times sharper than standard definition TV and a 33% larger wide-screen image. Our HD service includes your favorite broadcast channels as well as many more popular channels:

HDTV Requirements

You must have both an HDTV television and either an HD digital receiver, a TiVo Premiere or HD cable card to enjoy HDTV. Simply plugging your HDTV television into an active outlet will not deliver an HD signal to your HD television. Additionally, not all Grande digital receivers are HD digital receivers. If you are not sure you have the correct receiver, please contact Grande Customer Service.

(Motorola)

(Scientific Atlanta)

NOTE: Your digital receiver may look different than the receiver shown here as models may vary.

Connecting Your HDTV

There are two types of cables that can be used to connect your HD receiver to your HDTV television.

1. **Component Cable** – Grande uses this cable that has 5 RCA connectors.

2. **HDMI Cable** – This cable combines all 5 ends into one connector.

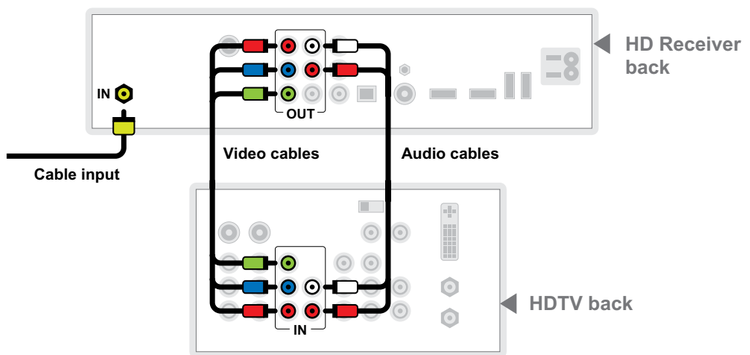
HDTV Screen Dimensions

Watching standard definition channels on HDTV may result indifferent screen dimensions and you may see bars on both sides of your screen. Refer to your TV manual for instructions on how to stretch your picture to fill the entire screen. Stretching the picture can cause distortion. This is not a result of your Grande service.

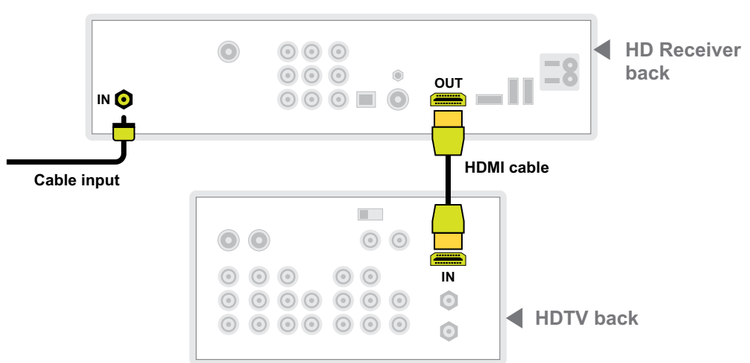
Connecting Your Components

If you have an HD digital receiver (either Scientific Atlanta or Motorola) or a TiVo Premiere/Premiere Q, and an HDMI input on your TV, you can use a single HDMI cable instead of component cables. Both cables will produce high quality results. The diagrams below illustrate how to set up connection with either component or HDMI cables.

To Connect HD Using Component Cables

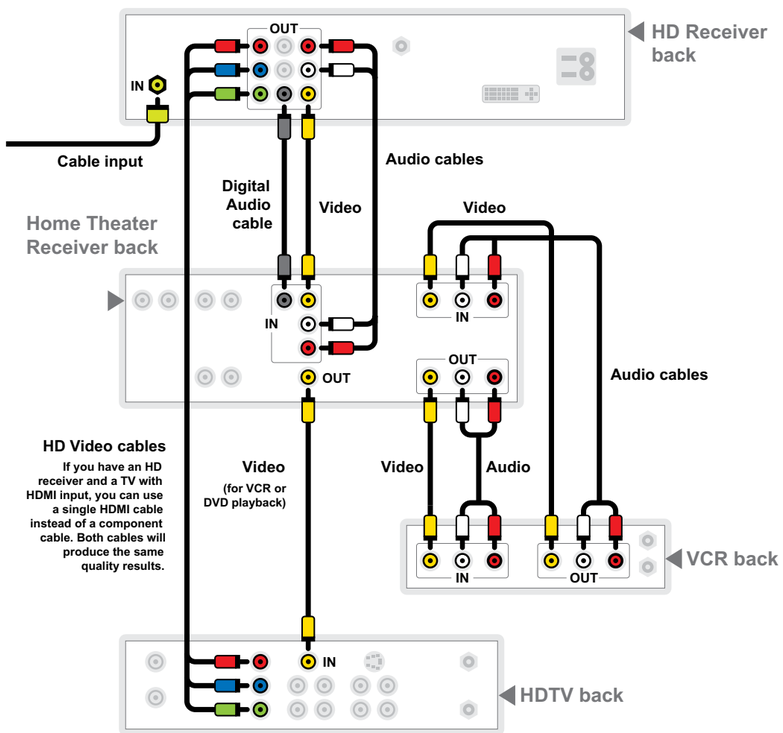


To Connect HD Using an HDMI Cable

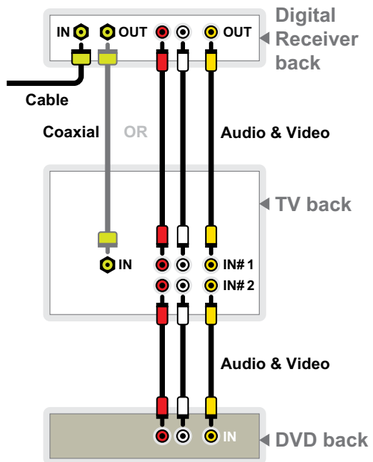


In addition to setting up your TV with your HD digital receiver or TiVo Premiere/Premiere Q, you can set up your home theater system, DVD player, stereo system or game system. The diagrams below illustrate how to set up these types of connections.

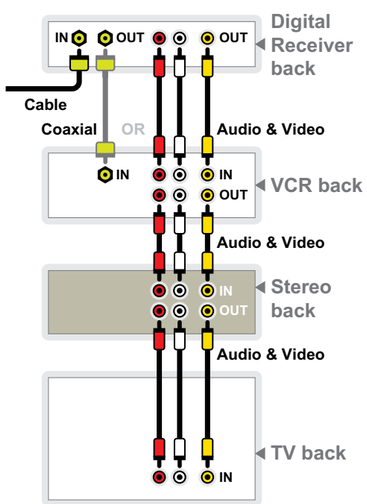
To Connect an HD Receiver with Your Home Theater System



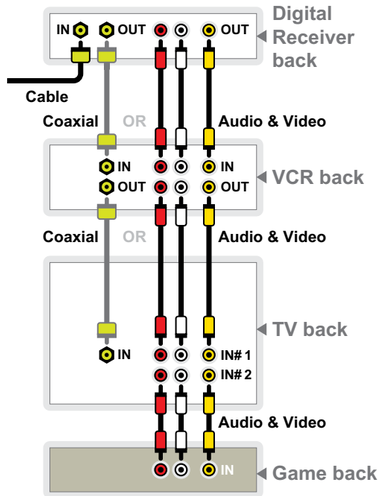
To Connect a DVD Player



To Connect a Stereo



To Connect a Game System



Troubleshooting Tips

Problem: No sound.

Possible Cause: MUTE is accidently pressed on your remote control or television.
Try This: Press MUTE on the remote control to restore the volume level.

Problem: No picture.

Possible Cause: Cable signal may not be reaching your home.
Try This: Check the signal on each TV in your home to verify if all TV's are impacted or just one. On any impacted TVs, check to make sure cables are connected properly and your TV(s) is tuned to the cable channel (3 or 4). If you still aren't receiving a cable signal on any or all TV's, please contact Grande Customer Service.

Problem: Picture or sound quality issues.

Possible Cause: Cable is disconnected or loose.
Try This: Reconnect the cable from your wall outlet to the back of your digital receiver. Make sure the digital receiver is ON.

Problem: REC is displayed on the front LED display on my digital receiver and I cannot change any settings via my remote.

Possible Cause: The record button was pressed on the remote control but there is not a DVR or any other recording device to activate the function.
Try This: Press EXIT twice to remove REC. You should now be able to use your remote.

Problem: Remote control doesn't work.

Possible Cause: Obstruction between the remote and the digital receiver; the remote isn't set to Cable TV mode; dead batteries.
Try This: Make sure nothing is on the digital receiver or blocking a clear line of sight between the receiver and the remote; OR press CBL on your remote; OR change the batteries in your remote control.

Problem: Cannot find the secondary language option.

Possible Cause: The SAP (secondary audio program) is located on your TV.
Try This: Consult your television user guide to find out if your TV has this feature. If it does, it can easily be turned ON or OFF on the television itself.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing SETTINGS once, highlight "Disable SAP" and click SEL/OK.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing SETTINGS once, highlight "Disable SAP" and click SEL/OK.

Problem: Error 221, 222 or 301 on screen while trying to purchase On Demand content.

Possible Cause: This error means that your account is past due or you have reached your credit limit.
Try This: Contact Grande Customer Service or use your online bill payment tool to resolve this situation. You will be able to purchase On Demand programs within one hour of making a payment.

FAQs

What are the icons at the bottom of the screen?

These icons are called Quick Menu icons. They are available to help you find what you're looking for faster. The Quick Menu lets you quickly go to other areas of the guide, such as Movies or Favorites Menu. Once you have selected a program title by highlighting it and press OK/SEL or INFO, you can use the Action Icons on the information screens to set Reminders and Parental Controls, schedule Recordings, BUY programs and more.

How do I tell what the icons mean?

You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On program information screens, the Action Icons are specific to the program. For example, a BUY Icon will appear only for On Demand and Pay-Per-View programs. Playback Icons will appear only for recorded programs or rented On Demand titles.

I can't see the entire program title in the listings.

Some program titles are too long to fit in the space provided in the grid. You might see "…" to indicate there is more to the title. For example, "Third Rock From the Sun" might appear as "Third Rock…" Highlight the program and check the Instant Information area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

What is the graphic bar that appears when I change channels?

The Flip Bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

What is the red light on the upper left front of my box and/or what is the envelope on the screen?

Occasionally, your TV provider may send a Message to inform you about new services and special promotions. To read the message, go to the Guide Menu and select Messages. Once you have read the message, you can keep or delete.

How do I get information on programs?

You can access information by pressing the INFO button on your remote. Press INFO once for instant information or twice for complete information.

How do I set my digital audio language?

You can choose the language that displays on the screen button and descriptions, and also change the secondary digital audio that is available with certain networks and programs. Choose Audio Setup from the Setup menu and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Do my Parental Controls & Purchase PIN settings stay the same for On Demand purchases as with regular programs?

Yes, PINs and settings apply to On Demand ratings and purchases.

I only watched 15 minutes of my On Demand program before it expired. How can I watch the rest of the program?

You will have to order the program again. On Demand programs are only available for the time listed on the screen when you purchased the program and will not be extended.

If I get to the end of an On Demand program and want to watch it again, can I restart at the beginning?

Yes, as long as your viewing period has not expired. You may watch the program as many times as you like during the viewing period.

How do I return to watching an On Demand program after I've tuned to another channel?

Select My Rentals from the On Demand menu and choose the program you want to continue watching. You can either begin watching where you left off by selecting Resume, or start over with Restart.

Some of the programs appear in the listing with a check mark or a dollar sign next to the title. What does this mean?

You may see a check mark or dollar sign to indicate a program you have ordered.

How many On Demand or Pay-Per-View programs can I order at one time?

The default credit limit is $150. You can order as many as you want until that credit limit is reached.

I tried to order an On Demand program and received an error screen that read "Unable to Process Request". What does this mean?

This message occurs when the digital receiver is unable to communicate with the On Demand system. Try turning off your receiver, turning it on, and trying to order On Demand again. If the message appears again, note the time it appears, the action you took, and contact Grande Customer Service.

How many hours of programs can I record with a DVR?

Most DVR's will record up to approximately 90 hours of Standard Definition recordings and 12-20 hours of High Definition programming. TiVo Premiere can record up to 45 hours of High Definition programming, while the TiVo Premiere Q can record up to 70 hours of High Definition programming.

How do I know if my TV is HD-ready?

Most new televisions support HD. Consult your TV user manual or TV manufacturer to determine whether your television supports HD.

I bought a new TV. Do I just connect it to my Grande Digital Receiver or TiVo Premiere/Premiere Q and it works?

Yes. Grande Digital Receivers and TiVo Premiere/Premiere Q service is compatible with most new TV brands.

What Input do I need to set on my TV?

Check your TV manufacturer's guide. This should show you where to locate your TV input.

Where can I find my Home Networking passcode?

Your passcode information can be found in your service documentation left by your service installer or on the back cover of this book if written down during service installation.

What is the difference between a TiVo Premiere and a TiVo Premiere Q?

There are several technical variances, but the main difference is really how you plan to use the devices based on the number of TV's in your home. If you have multiple TV's in your home, then the TiVo Premiere Q enables you have multi-room viewing. You would have the TiVo Premiere Q connected to the main TV in your house, and then a TiVo Preview or TiVo Mini would be connected to TV's in other rooms. If you have just one TV in your home, then the TiVo Premiere is perfect for you.

What is Multi-Room TiVo?

Multi-Room TiVo is referring to our TiVo Premiere Q series DVR. This device enables you to record shows and watch them anywhere in your home where you have a TiVo Premiere Q, TiVo Preview, or TiVO Mini connected to a TV.

Why can't I download some of my content to my mobile device while other content is not allowed?

Our TiVo Stream device can be purchased for an additional charge and enables you to transfer shows to your mobile device and watch when you are away from home. Not all programs may be transferred using TiVo Stream due to the use of copy protection mechanisms permitted under the FCC's encoding rules and the copy protection assigned them by the program provider. These shows are marked with a red circle-slash icon.

Your Internet Service

Your Internet service provides you with an online experience that delivers unlimited access to a wealth of resources. You can listen to music channels to suit the tastes of every family member, tune in to local weather, sports updates, and online videos. And all this and is available through your computer.

This guide to Your Internet Service provides you with basic information on setting up individual Internet service like email, webmail, your Grande Home Page, online security, and much more.

Table Of Contents

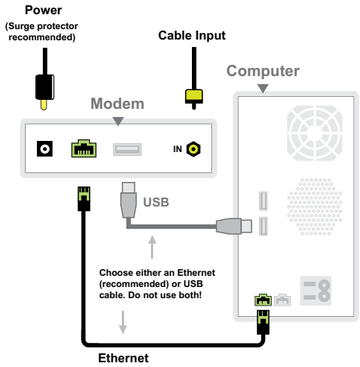
Getting Connected	23
Your Grande Home Page	24
Using Grande Webmail	25
Setting Up Email	28
Email Phishing	32
Online Security	32
Wireless Home Networking	33
Troubleshooting Tips	34
FAQS	34

Getting Connected

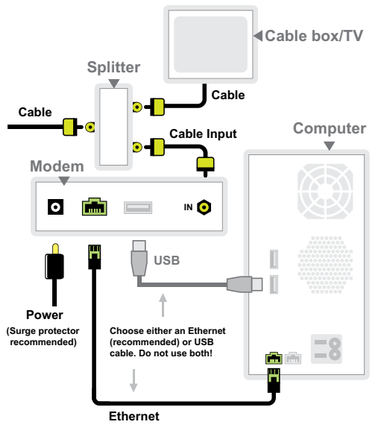
Connecting Your Equipment

To connect your equipment, use the diagrams for Understanding Your Modem, Equipment Set Up for Internet and Equipment Set Up for Internet and TV.

Equipment Set Up for Internet



Equipment Set Up for Internet and TV



Note: If your Grande service technician set up your Internet connection directly from the wall outlet to the ethernet connection on your computer, then you have Grande's fiber-to-the-home service and do not require a modem.

Understanding Your Cable Modem

If you are connecting using a USB cable, the USB driver for the cable modem must be installed for the computer to recognize the Internet properly.

Important: As long as the Standby light is dark, you should never touch the Standby button on top of your modem unless instructed to do so by Grande Communications.

Front View of your Cable Modem

When the Power, SYNC, and Ready LEDs are lit, the cable modem is working properly. The USB or ENET LED should also be lit depending on what port is being used.

1. Power
2. USB
3. ENET
4. SEND
5. RECV
6. SYNC
7. Ready

Back View of Your Cable Modem

1. Power
2. ENET port
3. USB port
4. Cable port

NOTE: Your cable modem may look different than the modem shown above. You can find more information about you cable modem www.mygrande.com/userguides.

Connecting Your Cable Modem

1. Connect the coaxial cable that is dedicated to your cable modem to the cable connector on the back of the cable modem.
2. Plug one end of the Ethernet cable into the Ethernet port on your computer. Please note that if you have a computer with both USB and Ethernet connectors, use only the Ethernet connector.
3. Connect the other end of the cable to the Ethernet jack on the back of the cable modem.
4. Once the Ethernet cable has been connected to the cable modem, connect the power cord into the modem's power connector.
5. Connect your computer's power cord into your power outlet.
6. If your modem has a power switch, turn it on. Wait while the modem synchronizes. This could take up to 10 minutes.

Testing Your Internet Connection

After connecting your computer to the cable modem, test your Internet connection by opening your Internet browser (i.e. Microsoft Internet Explorer, Apple Safari, Mozilla Firefox, or Google Chrome) and going to www.mygrande.net. The Grande portal page should appear and this means you have successfully connected to Grande Internet Service.

Note: If the Grande Portal page does not appear, please check your modem connections and try again. If the problem persists, please try the troubleshooting tips at the end of the Internet section of this guide.

Speed Test

You can test the speed of your connection by using Grande's Speed Test site. Open your browser window and go to http://speedtest.mygrande.net/. Click on the appropriate city where you are located and the test will start running. When the test is complete, it will show you the download and upload speeds of your connection.

Actual download and upload speeds may vary. Many factors affect speed.

Your Grande Username and Password

As a Grande Internet customer you receive up to five @mygrande.net email addresses with your service. The first part of your email address (i.e. the part proceeding the @ sign) is your username. For example if your email address is jdoe@mygrande.net then "jdoe" is your username.

You can change your password at any time:

1. Open your Internet browser and go to https://admin.mygrande.net.
2. Login using your current username and password.
3. Click on the "**password**" button on your screen.
4. Enter your new password and click the "**change**" button.
5. Your new password is now active.

Note: Your Grande Internet username and password are not the same as your Grande Online Bill Payment username and password.

Important: Forgot your password? Please go to http://password.mygrande.net to reset your password.

Your Grande Home Page

The Grande Communications home page (www.mygrande.net) is your one stop to check and send email, see the latest news, sports, entertainment, full episodes, and video clips you want. You can even personalize your mygrande.net home page to your specific interests – and with search powered by Google™, you're just a click away from anything you want to find.

Logging in to mygrande.net Home Page

Checking email or personalizing your home page is easy using your Grande username and password.

1. Open your Internet browser and go to http://mygrande.net.
2. Click on the "**Log In**" button on the upper right corner of the web page.
3. Enter your Grande username and password in the box on the upper right hand corner of the page.
4. Click on "**Log In**".

After logging in once, you will be able to personalize your homepage to see exactly what you want, without logging in again.

Important: If you do not have a username or have forgotten your password, please contact Grande Customer Service.

Setting You Home Page to mygrande.net

1. Open your Internet browser and go to http://mygrande.net.
2. Click on the link that reads "**Make This My Home Page**" on the top header of the web page.
3. Follow the directions in the dialog box that appears on your screen.

Customizing Your Home Page

Once you have logged in, you can customize your home page:

1. Click on the link "**Personalize**", located below the "**Portal Control**" link on the right hand side.
2. Select the content you want from the various categories. When you have completed your selections, click on "**FINISH**" to save your settings.
3. You are done! You can go back at any time and make additional changes as you build a home page that is tailored just for you.

Using Grande Webmail

Grande's Internet services come with up to 5 email accounts. Grande Customer Service will set up your account and then you can begin send and receive emails from family and friends. If you are on the road away from your computer, or simply elect not to use an email application, then you can access your email through any Internet browser from anywhere in the world using Grande's webmail service.

How to Access your Grande Webmail

1. Open your Internet browser and go to http://mygrande.net.
2. Log in, using your Grande username and password.
3. Click on the Email link.
4. That's it! You are in your Grande webmail.

How to Receive Email

After you have successfully logged in to your email account, the email system will automatically check for new messages. If you are expecting an email and suspect that it may have been sent after you logged in, then click on the "**Refresh Inbox**" icon.

How to Send an Email

After you have logged in to your Grande email account, you just a few simple steps away from sending an email.

1. Click on the "**New Message**" icon.
2. In the "**To**" box, type the email address of the person you want to receive the email.
3. In the "**Subject**" box, type the subject of the email.
4. Type your message.
5. After the previous steps have been completed to your satisfaction, click on the "**Send Message**" button at the top or bottom of the message.
6. Your email has been sent.

Using Grande Webmail (continued…)

How to Read your Emails

1. Click on the "**Subject**" of the email you would like to read. Once you do, that email will open.
2. To open a different email, click on the "**Inbox**" button. This will take you back to your inbox folder where you can open another email by clicking on the "**Subject**".

How to Replay to an Email

1. After you have opened an email, locate the "**Reply to Sender**" and "**Reply to All**" text.
2. If you want to reply only to the person that sent the email, click on the "**Reply to Sender**" text. On the flip side, if you want to reply to everyone included on the email, click on "**Reply to All**" text.
3. After you click on this text, your email will already have the email address of the recipient and the "**Subject**" line populated.
4. Type your message and then click on the "**Send Message**" button.

How to Delete an Email

1. Click on the white checkbox to the left of the email you wish to delete. A checkmark will now appear within the box. Follow this process for any email you wish to delete.
2. After you have selected all the email you want to delete, click on the "**Delete**" text.
3. Your emails have now been sent to a "**Trash**" folder that can be accessed by clicking on the "**Folders**" icon.
4. You can set up your account to purge your deleted messages after a specified time period. This helps alleviate concerns of exceeding disk storage thresholds. Click on your "**Options**" icon to access "**Maintenance Operations**" and set your personal options.

How to Create Other Folders

Many users often create other folders to help organize email. After reading your mail, you can put it in a folder organized by theme, date, or whatever makes sense to you.

1. Click on the checkbox next to the email you want copied or moved to a different folder. After you have clicked it, the box should be marked with a checkmark.
2. Click on the Down arrow next to the "**Messages To**" text and click on "**New Folder**."
3. Click on "**Move**" or "**Copy**" depending on whether you want to move the email to a new folder or want another copy of the specific email in a new folder.
4. A box will appear asking you to name the new folder. Type in your desired name and click "**OK**."
5. To view the folder, click on the down arrow by the "**Open**" text and click on the name of the new folder.

How to Mark your Mail

To help organize your email, you can color-code your mail by type. For example, if you feel that a certain message is very important, you can mark it as important. There are several options for marking your mail, such as seen, unseen, important, not important, answered, unanswered, deleted, not deleted, draft, and not draft.

1. Click on the email that you want to be marked. After you have clicked it, the box should be marked with a check.
2. Click on the down arrow by the text "**Mark As**" and click your desired category. The email will now be a different color depending on the category you assigned.

Managing Your Email

Use the Email Administration web page to change your password; add or delete email accounts; set auto-forwarding options; manage your spam filters; whitelist (allow) or blacklist (disallow) email addresses and setup auto-responder messages.

To access the Email Administration web page type https://admin.mygrande.net in to your Internet browser, making sure that you use https instead of the regular http. Type your Grande username and password in the appropriate text boxes and click "**Log In**."

Changing your Password

Follow the steps below to change your email account password.

1. Click the "**Change**" button under the Password title.
2. Type a new Password In The "**New Password**" and "**confirm**" Text Boxes.
3. Click "**Change**".
4. The Current Status Bar Will Change To "**Password Changed**".

Important: Email passwords are case sensitive.

Managing Accounts

Your Grande Internet Service may include up to 5 email accounts. You can use this option to view your current accounts, setup new accounts or delete accounts you no longer need.

View Current Email Accounts

When you enter the "**Account Manage**" option you will see all your valid email accounts with their current disk usage information as well as the first and last name assigned to each one of them.

Creating a New Email Account

Follow these steps to create a new email account:

1. Enter a valid username. This is the first part of the email address (i.e. portion before the "@" symbol). The username must be between 3 and 16 characters and can contain only letters, numbers, a period, and underscores.
2. Enter a password and confirm the password entered.
3. Enter the first and last name.
4. Click on "**Add New Account**". The new account will be created and will now appear on the Email Address list.

Note: You will only be able to create an email account if you have not reached your maximum limit.

Deleting an Email Account

Follow these steps to delete an email account:

1. Click on the "**Delete**" button next to the email address you want to delete.
2. Click "**OK**" on the confirmation message.
3. Under the "**Attention**" area you should see a message reading "**SUCCESS: This account has been deleted.**"

Reset a Password

Follow these steps to reset an email password:

1. Click on the "**Reset Password**" button next to the email address you want to reset.
2. Click "**OK**" on the confirmation message.
3. The following message will appear: "**If this username is used for a Dialup, DSL, or Webspace account please be aware that the pass word reset will affect these services.**"
4. Click "**OK**" on the confirmation message.
5. The final confirmation message appears: "**The password for 'Account' was reset to 'hpizns.' This password can be used permanently, or 'Account' can log in to this site with the password 'hpizns' and change it.**"

Forwarding your Email

You can temporarily forward your incoming email to any email address you designate (i.e. forward your home email to the office while at work).

Follow these steps to forward your incoming email:

1. Click the "**Manage**" button under the Forwards bar.
2. Type the forwarding email address in the "**Forward**" text field.
3. If you would also like a copy kept in your email account, place a check mark in the "**Local**" box.
4. Click the "**Add**" button under the Submit bar.

Follow these steps to stop forwarding your incoming email:

1. Click the "**Manage**" button under the Forwards bar.
2. Delete the forwarding address from the "**Forward**" text box.
3. Click the "**Add**" button under the Submit bar.

Setting Up Email Filters

Grande enables email filters (email security) by default. You may turn this feature off if it is critical that no email addressed to you is refused. To disable email security click on "Email Security Disabled (I will manage my own email security)".

Spam-Filter Management

When this option is enabled Grande attempts to determine whether your email is clean of spam. There are four options available:

1. No Content Filtering: turns spam filters off.
2. Quarantine to my Webmail **JUNK** folder: this filter will move spam messages into a Junk folder that you can browse whenever you choose.
3. Tag my Subject Line: this filter will add the word "**SPAM**" to the subject line of any email that is identified as spam.
4. Discard the email: if spam is found it will be automatically deleted.

WhiteList Email Addresses

With this option you can add email addresses or email domains that you would to bypass spam filters. Follow these steps to add addresses to the WhiteList:

1. Click on the "**Manage**" button under the WhiteList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on "**Yes**" to enable the WhiteList.
4. Click on "**Save**" to save your changes.

BlackList Email Addresses

With this option you can add email addresses or email domains that you would like to block. Follow these steps to add address to you BlackList:

1. Click on the "**Manage**" button under the BlackList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on "**Yes**" to enable the BlackList.
4. Click on "**Save**" to save your changes.

Setting Up an Auto-Responder Message

This feature allows you to create your own automated response message. Anyone that sends you an email will receive the response message. Follow these steps to create and activate your message:

1. Click on the "**Manage**" button under the "**Bouncer**" column.
2. Enter a custom message in the text box.
3. Click on "**Yes**" to enable your automated response message.
4. Click on "**Save**" to save your changes. Once enabled, when a new message is received in your mailbox, the sender will automatically receive your custom message.

Setting Up Email Applications

Set Up Windows Mail

Windows Mail is the default email that comes standard with Internet Explorer. Follow the steps outlined below to set up a new account:

1. In Windows Mail, click **Tools** > **Accounts** > **Mail** > **Add** > **Email Account**. This will start a mail wizard configuration screen.
2. Enter your name as you wish it to appear in the "**Display Name**" field.
3. Enter your Grande email address in the username@mygrande.net format in the email address field.
4. Set up email servers window settings: Select **POP** in the drop-down list. Enter "**mail.mygrande.net**" in the "**Incoming Mail Server (POP3)**" field. Enter "**mail.mygrande.net**" in the "**Outgoing Mail Server (SMTP)**" field.
5. Click "**Next**". Your email is now configured to use any available connection.
6. Enter the Grande username and password. Then click "**Next**".
7. You should see a congratulations message.
8. Now click "**Finish**". You should be able to send and receive email using your Grande email address.

Set Up Outlook Express

Follow the steps outlined below to set up Outlook Express with your Grande username and password:

1. Open Outlook Express by double-clicking the **Outlook Express** icon on your desktop.
2. The first time you start Outlook Express the Internet Connection Wizard will run. Select "**Create a new Internet mail account**" and click "**Next**" to continue.
3. On the "**Your Name**" screen type in your name as you would like it to appear on your outgoing email messages and click "**Next**" to continue.
4. Type in your email address on the "**Internet Email Address**" screen. Click "**Next**" to continue.
5. On the email server names screen, select **POP3** from the drop down list.
6. In the space provided below Incoming mail (POP3, IMAP or HTTP) server: enter: **mail.mygrande.net**.
7. Type in mail.mygrande.net as your Outgoing mail (SMTP) server and click "**Next**" to continue.
8. On the Internet mail logon screen, type in your Grande username in the field titled "**Account Name**". Your user name is everything leading up to, but not including the @mygrande.net part of your e-mail address. For example, if your email address is test_account@mygrande.net, you would enter test_account as your Account Name.
9. In the "**Password field**", enter your Grande password. If you do not wish to enter your password every time you check your email, put a check in the box labeled "**Remember Password**". Click "**Next**" to continue.
10. Congratulations, you have now set up Outlook Express as your email program. Click "**Finish**" to begin sending and receiving email.

Set Up Outlook 2003

Follow the steps outlined below to set up Outlook 2003 with your Grande username and password:

1. Open Microsoft Office Outlook 2003 by double-clicking the **Outlook icon** on your desktop.
2. If the Email Accounts wizard doesn't launch on its own, select "**Tools**" from the top menu, and "**Email Accounts**" from the drop down list.
3. Select "**Add**" a new email account and click "**Next**" to continue.
4. On the "**Server Type**" screen, select **POP3** and then click "**Next**" to continue.
5. On the "**Internet email settings (POP3)**" page you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name, for "**Email Address**" type in your Grande provided email address. In the "**username**" field type in your Grande username (which is the part before @mygrande.net in your e-mail address) and in the "**Password**" field type in your password. For "**Incoming mail server (POP3)**" type in "**mail.mygrande.net**". For "**Outgoing Mail Server (SMTP)**" type in "**mail.mygrande.net**". After filling the six fields, click the "**Test Account Settings**" button.
6. If anything shows up as Failed, return to the previous window and double-check your settings.
7. At this point you have finished setting up Outlook 2003 and need to click the "**Finish**" button. You may now begin to use Outlook 2003 to send and receive email.

Set Up Outlook 2007

Follow the steps outlined below to set up Outlook 2007 with your Grande username and password:

1. Open Microsoft Office Outlook 2007 by double-clicking on the **Outlook icon** on your desktop.
2. If the email account wizard doesn't launch on its own, select "**Tools**" from the top menu, and "**Account Settings**…" from the drop-down list.
3. On the "**Email**" tab, click the "**New…**" button.
4. In the Outlook 2007 Startup wizard, click "**Next**" to continue.
5. On the "Account Configuration" page, choose "**Yes**", then click "**Next**" to continue.

Set Up Outlook 2007 (continued…)

6. On the "**Auto Account Setup**" page, put a check in "**Manually configure server settings or additional server types**", then click "**Next**" to continue.

7. On the "**Choose Email Service**" page, choose "**Internet E-mail**", then click "**Next**" to continue.

8. On the "**Internet Email Settings**" page, you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name. For "**Email Address**", enter your Grande-provided email address. Leave the "**Account Type**" as "**POP3**". For "**Incoming mail server**", type in "**mail.mygrande.net**". For "**Outgoing mail server (SMTP)**", type in "**mail.mygrande.net**". In the "**User Name**" field, type in your Grande username (which is the part before the @ symbol in your email address). In the "**Password**" field, type in the password for your email address.

9. After filling in the six fields, click the "**Test Account Settings…**" button. If anything shows up as Failed, return to the previous window and double-check your settings.

10. At this point you have finished setting up Outlook 2007 and need to click the "**Finish**" button. You may now begin to use Outlook 2007 to send and receive email.

Set Up Outlook 2010

Follow the steps outlined below to set up Outlook 2010 with your Grande username and password:

1. Open Microsoft Office Outlook 2010 by double-clicking on the Outlook icon on your desktop.

2. If the email account wizard doesn't launch on its own, select "**File**" from the top menu, and "**Info**" from the drop-down list. Under "**Account Information**", click the button labeled "**Add Account**".

3. On the "**Auto Account Setup**" page, choose "**Manually configure server settings or additional server types**", then click "**Next**" to continue.

4. On the "**Choose Service**" page, choose "**Internet Email**", then click "**Next**" to continue.

5. On the "**Internet Email Settings**" page, you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name. For "**Email Address**", enter your Grande-provided email address. Leave the "**Account Type**" as "**POP3**". For "**Incoming mail server**", type in "**mail.mygrande.net**". For "**Outgoing mail server (SMTP)**", type in "**mail.mygrande.net**". In the "**User Name**" field, type in your Grande username (which is the part before the @ symbol in your email address). In the "**Password**" field, type in the password for your email address.

6. After filling in the six fields, click the "**Test Account Settings…**" button. If anything shows up as Failed, return to the previous window and double-check your settings.

7. At this point you have finished setting up Outlook 2010 and need to click the "**Finish**" button. You may now begin to use Outlook 2010 to send and receive email.

Set Up Outlook 2011 (Mac Only)

Follow the steps outlined below to set up Outlook 2011 for Mac with your Grande username and password:

1. Open Microsoft Office Outlook 2011.

2. If the email account wizard doesn't launch on its own, select "**Out look**" from the top menu, and "**Preferences…**" from the drop-down list.

3. In the "**Outlook Preferences**" window, open "**Accounts**".

4. In the "**Accounts**" window, find the plus sign (**+**) in the bottom left-hand corner of the window. Click on the plus sign, and choose "**E-mail…**" from the drop-down menu.

5. On the "**Enter your account information**" page, you will need to fill in your information for each of the five fields. For "**Email address**", enter your Grande-provided email address. In the "**Password**" field, type in the password for your email address. In the "**User name**" field, type in your Grande username (which is the part before the @ symbol in your email address). For "**Incoming server**", type in "**mail.mygrande.net**". For "**Outgoing server**", type in "**mail.mygrande.net**".

6. After filling in the five fields, click the "**Add Account**" button.

7. On the "**Accounts**" window, enter an "**Account description**", which can be anything you like. In the "**Full name**" field, type in your name.

8. At this point you have finished setting up Outlook 2011 and need to close the "**Accounts**" window. You may now begin to use Outlook 2011 to send and receive email.

Set Up OS X Mail

Follow the steps outlined below to set up OS X Mail:

1. Click the "**Mail**" icon in the Dock (Menu) bar.

2. Select "**Preferences**" from the Mail menu.

3. After clicking the "**Mail**" icon, the Mail Setup screen automatically appears. To configure your email settings, enter your name in the "**Full Name**" field and your username@mygrande.net in the "**Email Address**" field.

4. Now set your "**Incoming Mail Server**" and "**Outgoing Mail Server (SMTP)**" to "**mail.mygrande.net**" and select "**POP**" from the "**Account Type**" drop-down list.

5. Enter your Grande username and Grande password in their respective fields.

6. Click the "**OK**" button.

7. Your inbox will be displayed. Click the "**Get Mail**" icon to check for new email.

Set Up Entourage (Mac) Mail

Follow the steps outlined below to set up a new Entourage (Mac) Mail account:

1. When Entourage is launched for the first time, the Entourage Setup Assistant will run. On the first screen, enter your First name and Last name in the spaces provided and then click the right arrow to continue.

2. On the "**Home Information**" screen, enter your home address information, and then click the right arrow to continue.

3. On the "**Work Information**" screen, enter your work address information, and the click the right arrow to continue.

4. On the next "**Welcome Screen**", select "**I want to start using Entourage without importing anything**" and click the right arrow to continue. If you do in fact want to import information into Entourage, you can do so at any time by selecting **File** > **Import from within Entourage**.

5. On the "**Junk Mail Filter**" screen, decide if you want to enable the Junk Mail Filter and then click the right arrow to continue.

6. On the "**Your Name**" screen, enter your name as you would like it to appear on your outgoing email messages, and then click the right arrow to continue.

7. On the "**Your Email Address**" screen, select "**I already have an email address that I'd like to use**" and then enter your mygrande.net email address in the space provided. Once completed, click the right arrow to continue.

8. On the "**Mail Servers**" screen, make sure that POP is selected in the "**My Incoming Mail Server**" is a(n)__server drop-down list. In "**Incoming Mail Server**" field, enter "mail.mygrande.net". In the "**Outgoing Mail (SMTP)**" field, enter "mail.mygrande.net". Click the right arrow to continue.

9. On the "**Account ID and Password**" screen, enter your username in the "**Account ID**" field. Your username is every thing leading up to, but not including the @mygrande.net part of your email address. For example, if your email address is test_account@mygrande.net, you would enter test_account as your Account ID. In the "**Password**" field, enter in your Grande assigned password. If you do not wish to enter your password every time you check your email, put a check in the box labeled "**Save Password in my Mac OS keychain**". Click the right arrow to continue.

10. On the last screen, enter an Account Name in the space provided. The name you provide should be descriptive so you can easily identify this account should you need to make changes. Click "**Finish**" to begin using Entourage.

Email Phishing

Phishing is the term used by Internet scammers who imitate legitimate companies in emails to entice people to share user names, passwords, account information or credit card numbers. The term Phishing comes from the fact that Internet scammers are using increasingly sophisticated lures as they "fish" for users' private information. The most common ploy is to copy the look and feel of a web page from a major site and use that design to set up a nearly identical page that appears to be part of the company's site.

There are several steps you can take to make sure you never fall for one of these scams:

- Always be suspicious of any email or phone call that asks for your personal account information, such as a usernames, passwords, and account numbers. Emails, phone calls, text messages, instant message, or Web logs that appear to come from a reliable source may not always be authentic.
- Grande will never ask for billing or payment information through email.
- Always be extra cautious when giving out your personal information on the phone.
- Always ensure that you are using a secure server when submitting credit card information. You can be sure you are using a secure server by checking the beginning of the web address in your Internet browser address bar – it should be https:// rather than just http://.
- Contact your bank or credit card company if you think you may have replied to a fraudulent email with sensitive personal information.

Online Security

We want you to have a secure, hassle-free online experience. Grande can help with our SecureIT Security Package that we offer to our Internet customers for free. SecureIT is an advanced, all-in-one Internet security tool from a leading security software provider that can help protect your computer from harmful viruses, hackers, and privacy threats.

SecureIT Includes:

- Full anti-virus protection leveraging the largest continuously updated library of virus definitions to keep your PC or laptop safe.
- A software firewall that monitors the connections of your PC/laptop and ensure that only allowed and safe data and traffic can be passed between your computer and the world.
- Spyware and pop-up blocking technology that stops unwanted ads and potentially malicious spyware dead in their tracks. Together, these services act like an alarm system and police squad to protect your PC.
- Anti-phishing database watches for suspect sites and alerts you when you hit a destination that might be fraudulent. This live protection protects you in a manner often overlooked by conventional security solutions.
- Microsoft Windows Updates Alerting, which makes sure you have the latest updates from Microsoft for your PC.

Downloading and Installing SecureIT

When you activate your Internet service with Grande you will be sent an email to your Grande email address. This email will contain instructions and the software key to download SecureIT.

SecureIT Basic will support up to 3 different computers for each account, enabling your whole family to be protected. It will run on any Windows platform, but is not Mac compatible. SecureIT Plus will supply additional support on a per computer basis.

Important: Please contact Grande Customer Service if you have not received the installation email.

Wireless Home Networking

Wireless Home Networking service lets you connect multiple PCs, laptops, gaming consoles, tablets, and other wireless devices throughout your home using a wireless router provided by Grande. We have simplified the process to set up your own wireless home network with our cable modem with an embedded wireless router.

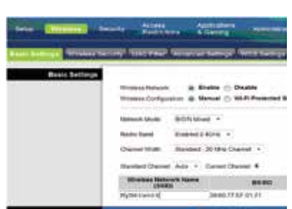
Changing Your Personal Settings

A Grande Technician will professionally install your Wireless Home Network when you sign up for Grande service. Please follow the steps outlined below if you need to change your routers name or password.

1. Ensure that the Power, DS (Down Stream), US (Up Stream), and On-Line lights on the router are illuminated and solid.
2. Connect a computer or other Internet capable device to one of the four Ethernet ports on the back of your router via an Ethernet cable. Then open your Internet browser and enter **http://192.168.0.1** into the address bar.

3. When you are connected to your router, you will see a "**Log In**" screen. Enter "**User**" in the User Name field and the Password will be left blank. Now clock on "**Log In**".

4. You will be prompted to set up a username/password. You can leave it blank, but each time you login you will be prompted again as a reminder.
5. Click on the "**Wireless**" tab at the top of the page. On the "**Basic Settings**" tab change your wireless configuration to "**manual**", then input new Wireless Network Name (or SSID) using 6-32 characters, and then click "**Save Settings**".



6. Now go to the "**Wireless Security**" tab. Change the Wireless security mode to "**WPA or WPA2 Personal**". Enter the new Wireless Network name or "**Pre-Share Key**" you entered in step 5. Then click "**Save Settings**".
7. Your network name and password are now changed. Please keep this information in a safe location and only give to people you feel comfortable accessing your network.
8. If you ever forget your network name or password, you can factory reset your router. Simply hold down the reset button on the back of the router (this is the recessed button in the upper right hand corner) until all lights on the front of the router turn amber.

9. The router is now defaulted to the factory user name (i.e. SSID) and password (i.e. Pre-Shared Key), which can be found on the bottom of the router on the information sticker. If you would like to change your setting from the factory defaults, simply repeat steps 1-6 listed above.

Important: If the router has been moved to an outlet other than where the Grande Technician installed it, then you must call Grande Customer Service to set up an appointment to have that outlet activated for Data services

Connecting a Wireless Device to Your Home Network

Your router supports Wi-Fi Protected Setup (WPS). If your wireless device also supports WPS, then follow the steps outlined below:

1. Press and hold the **WPS button** on the router for 3 seconds. You may notice a light near the WPS button begin to flash.
2. Press and hold the **WPS button** on our wireless device for 3 seconds. The wireless device will attempt to communicate with the router.
3. After 30 seconds the wireless device and the router should have completed the pairing process and the wireless device should be able to access the Internet.

If your wireless device does not support the WPS function you will need to enter your wireless home network information manually. Follow the steps outlined below:

1. Refer to the manufacturer's documentation regarding accessing the wireless options on your wireless device. Your device should either show you a list of available wireless networks or prompt you to enter the name or SSID of a wireless network.

2. If the wireless device shows a list of networks, pick the name of your wireless home network from the list.

3. If you need to enter the name or SSID of your wireless home network, key in the name or SSID of you wireless home network and then enter the network password (if the wireless device asks for one). After entering the information the wireless device should be able to access the Internet.

Protecting Your Wireless Home Network

Keeping your wireless home network secure is important. If at any time you feel that your network has been compromised, follow the steps detailed above to change your personal settings, such as your network name and/or network password. Don't hesitate to contact Grande Customer Service with any wireless home network security related questions.

Troubleshooting Tips

Problem: The cable modem is not working.

Normal operating light sequence on our D3 and D2 Arris modems are
Power (solid)
US (solid)
Online (solid)
Link (blinking)

Try this: Your cable modem should operate continuously without maintenance. You can leave the power to the modem on even when your computer is off. If your cable modem isn't working, try these troubleshooting measures:

1. Check your Grande services. If there is an outage, it may affect all of your services. Please contact Grande Customer Service for outage updates.

2. Check your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.

3. Reset the modem by unplugging the power to the modem. Wait 30 seconds and then plug it in. If you have a router, unplug the router, wait 30 seconds, and then plug it back in.

4. Some modems have a standby mode. Make sure the modem is not in standby, which is indicated by an LED on the modem. There may be a standby button that has been activated that will cause the modem to lose connectivity.

5. Reboot your computer. Shutting down and restarting your computer may resolve many computer problems.

6. If you have a surge protector, make sure it is plugged in and does not need to be reset.

Problem: I am unable to login to my home page.

Try this: Verify that you are using the correct username, password, with attention to upper/lower case letters. If this doesn't work, check another website to verify the Internet connection is working properly. If you still cannot access your home page, please contact Grande Customer Service.

Problem: I have forgotten my Password when logging into my Home Page.

Try this: Go to https://password.mygrande.net/ to reset your password.

FAQ's

What are the system requirements?

For a PC:
- Windows 98 SE II to Windows 8.1
- 512 Megabytes of available hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port

Check your computer's capabilities by going to the start menu and clicking on "**Control Panel**" and selecting the "**Systems**" icon.

For a Mac:
- OS9.2 to OSX Mavericks
- 512 Megabytes of available Hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port
- View your computer's capabilities by clicking on the Apple icon on your toolbar and selecting Apple System Profilers.

What Internet browsers can I use?

Grande Internet supports most browsers so you can use what best meets your needs. Many of our customers use Microsoft Internet Explorer, Google Chrome, Safari, or Firefox.

Why can't I get to the Internet via my router?

First, make sure the modem is plugged in, has power and an active link light. If the link light is active, you may need to power cycle your router. Also check the Ethernet or wireless connection to the computer. If you are unable to fix the router with a power cycle, refer to the troubleshooting section inside your owner's manual or contact your router manufacturer for more support. If you are using a Grande provided router, please contact Grande Customer Service.

Why can't I connect some of my wireless computers to the router?

Wireless signal is limited by obstructions such as walls and floors, as well as distance. You may need to move your router to acquire a stronger wireless signal. This could also indicate a problem with the computer trying to connect. If you are unable to correct the problem and you are using Grande Home Networking service, please contact Grande Customer Service.

Can you help me find my wireless network? I have a Grande provided wireless router.

Your wireless device should show a list of available wireless networks when you click on the Wi-Fi icon (insert image of Wi-Fi icon). Select the name of your network from the list. If you are unsure of the name of your network, please refer to the instructions in the Wireless Home Networking section on page 33 of this booklet.

Grande will setup two devices for you during the initial Grande Home Networking installation. If you need to connect more devices please read the instructions on the Wireless Home Networking section. Should you require further assistance, please contact Grande Customer Service.

Note: If you change your home wireless network name and/or password, write it down in the space provided on the back of this booklet for quick reference.

How do I power cycle my cable modem?

When you power cycle your cable modem you are resetting your cable modem which may resolve some connectivity issues. Follow the directions below to power cycle your cable modem:

1. Make sure the coaxial cable is plugged securely into the modem and the wall outlet (a loose connection could result in lost or slow connectivity).

2. Unplug the cable modem from the power source.

3. Leave the modem unplugged for 2 minutes.

4. Plug the cable modem directly into the wall outlet.

5. Wait up to approximately 5 minutes for the modem to regain sync (it usually takes less than two minutes and for many people, it takes less than one minute to gain sync).

6. Check the lights on your modem to ensure the cable lights are steady.

7. If the lights are illuminated, try visiting various Web sites.

8. If you are unable to connect to Web sites, continue to the next step.

9. Properly shut down the computer and turn off the power by pushing the on/off button on the computer.

10. Restore the power and turn on the computer.

11. Try several addresses on the Web.

If you are using a Grande Internet Phone Modem, to power cycle you must use a paper clip to hold down the reset button for 6-8 seconds in order to perform a reset.

Note: If you have Grande TV Service, verify you are receiving TV programming with a clear picture. If you are not receiving your Grande TV programming, your data service will not function. Call Grande Customer Service for further assistance.

Your Phone Service

With Grande Communications, you'll enjoy great Phone service and great value. Whether you are looking for unlimited calling to anywhere in the US, Voicemail, access to our Online Phone Manager, we have what you need for your calling needs.

Table Of Contents

Using Your Phone Service	37
Outage Protection Services	38
Your Online Phone Manager	38
Your Calling Features	40
Your Voicemail Service	46
Understanding Your Equipment	49
Troubleshooting Tips	50
FAQS	51

Using Your Phone Service

Welcome to your new Phone service from Grande Communications. With so many features available, please take a few moments to familiarize yourself so you can start enjoying your service.

Service Options

We offer a variety of service options and features to meet your specific needs. Our most popular bundles include unlimited calls within the U.S. and Canada, plus 16 calling features.

International Calling

In addition to great domestic long distance calling plans, you will also enjoy amazingly low international rates to over 260 countries. To see a complete list of our international rates go to www.mygrande.com/intlrates.

Mexico Savings Plan

Customers with Optimum and Essential Phone service will receive special discounted rates when calling to Mexico. For more details go to www.mygrande.com/intlrates.

To Call Someone in a Country with an International Access Code:

Enter: 011 (the international access code) + the country code + the city code + the local phone number.

For example, if you are calling Paris, France, dial 011(the international access code), 33 (the country code for France), 1 (the city code for Paris) + the local telephone number.

To see a complete list of our international country codes go to www.mygrande.com/intlrates.

911 Emergency Calling

Grande Communications Phone service provides 911 Emergency calling to police, fire, and medical services. Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature. In locations where this service is not available, you will be asked for your phone number and address.

As an added protection during a power outage, we provide battery backup. This backup provides up to 8 hours of standby time and up to 4 hours of talk time for your Grande Communications Phone service, so even if you don't have power, you can still dial 911.

Note: As with any phone service, a cordless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.

Important: In order to not disrupt access to 911 Emergency calling, do not move your phone modem without notifying Grande Customer Service.

Directory Assistance

By dialing 411 you will gain access to any listed number in the United States. Provide the city and state, and we will find the desired listing including the area code. Directory assistance calls are charged on a per-use basis.

Directory Listing

Grande offers primary and non-published directory listings within your local while pages. Your phone number, or primary directory listing, is provided at no charge in the telephone directory published by the local phone carrier within your local Texas area.

Non-published directory listings are available upon your request for a monthly fee. Your name, address and phone number will not be published in the phone directory or street address directory and will not be obtainable by the general public.

Operator Services

Grande Operators are available for you at all times. Just dial 0 and you will connect to an Operator that can help you place any of the following calls:

Collect Calls – The Operator will connect the call for you and request payment from the called party.

Person-to-Person Calls – The Operator will connect you to a particular person.

Bill to Third-Party Calls – The Operator contacts one phone number and requests that the call charged to another phone number.

Operator assisted calls are charged on a per use basis.

Call Trace

Call Trace ensures the phone number of your last incoming caller is traced to provide necessary information to law enforcement agencies.

To use Call Trace

1. When you receive a harassing or offensive call, hang up immediately.
2. Leave the phone on the hook for about 10 seconds to ensure that the call terminates.
3. Lift the receiver and listen for the dial tone. If you do not hear a dial tone, the call may not yet be terminated and you will need to repeat Step 2.
4. Dial *57.
5. Fill out the "Letter of Authorization for Call Trace" form located in the "Law Enforcement Agency Handbook" document at www.mygrande.com/policies.
6. Provide the form to your local law enforcement agency.

Important: The information provided by Call Trace will not be available to you directly. It will only be available to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Outage Protection Service

Grande Phone services include Outage Protection Service. In case of a service outage, this protection service will redirect incoming calls to another phone number so you never miss an important call. You must activate this service using either the Online Phone Manager or the * codes as detailed below.

Activate Outage Protection Service

1. Lift the phone and listen for dial tone.
2. Dial *94 and wait for the announcement.
3. Enter the phone number where calls should be forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Outage Protection service is activated.

Deactivate Outage Protection Service

1. Lift the phone and listen for dial tone.
2. Dial *95.
3. Listen to the deactivation message and hang up.

Outage Protection service is deactivated.

Outage Protection Service Status

1. Lift your phone and listen for dial tone.
2. Dial *14.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Outage Protection Service.

Your Online Phone Manager

Managing your account is just a click away with Online Phone Manager. You can listen to messages, manage your calling features, view your call history, and much more.

Accessing Online Phone Manager

To access Online Phone Manager go to http://phonemanager.mygrande.net or click on the Online Phone Manager links on the Grande Portal (www.mygrande.net).

The first time you access the Online Phone Manager, you will be prompted for your Grande ID, password, Account Number, and your Account PIN to register your email address.

Grande Username and Password

Your Grande Username is the same as your Grande Home Page (www.mygrande.net) username or the first part of your email address before the "@" symbol.

Example: If your email address is johndoe@mygrande.net then your Grande Username is "johndoe".

Account PIN

The Account PIN, also referred to as your CPNI Passcode, will be required the first time you use the Online Phone Manager. The Account PIN can be found on the top right section of your Bill Statement. Whenever you contact Grande you will be required to provide this PIN to authenticate yourself.

Important: If you do not have your Grande Username or passcodes you will need to contact Grande Customer Service to create them for you.

Managing your Voicemail

Our Online Phone Manager lets you control advanced features for your Voicemail.

- List to your Voicemail online.
- Erase Voicemail messages.
- Change the number of rings before a call goes to Voicemail.
- Turn Voicemail On or Off.
- Set up an automatic email notification when you have a new Voicemail.
- Set up email forwarding so you can actually get an email containing an attachment with a new Voicemail message.
- Change your Voicemail passcode.

Managing your Calling Features

Our Online Phone Manager makes it easy for you to activate or deactivate your Grande phone features.

- Turn Anonymous Call Rejection On or Off.
- Control Call Forwarding Options.
- Turn Do Not Disturb On or Off.
- Set-up Priority Ringing features.
- Create a Selective Call Rejection list.
- Turn Caller ID Blocking On/Off for calls.
- Set up your Speed Dial keys from 2-9 and 00-99.
- Turn Call Waiting On/Off for all calls.

Your Call History

You can view a detail of each call you have made or received using the Call History capabilities of Online Phone Manager.

Your Calling Features

Our Phone service offers a powerful set of calling features that give you more control. Whether you want to see who's calling, or you want to have a special dial tone associated for your favorite caller – Grande has the calling features you need. Different features are available either on our Optimum or Essential Phone Services, as noted below.

Caller ID

Caller ID lets you see the date, time, and telephone number of the person calling before you answer the call or in the call history on your phone. You must have a phone with Caller ID capabilities or an add-on Caller ID unit in order to use this service.

Caller ID Displays

Your Caller ID may display various codes instead of an actual telephone number when you receive incoming calls:

- **P, Private, Blocked, Anonymous or No data:** This means the caller's number was blocked by the caller from displaying or could not be delivered by the network.
- **E or Error**: The phone or Caller ID unit cannot identify the caller's number.
- **Out of Area:** The call is coming from an area that does not support Caller ID.

Important: Caller ID can be used with most answering machines as long as you set your machine to pick up after the second ring.

Caller ID Blocking

Get the security you need by permanently or temporarily blocking your phone number from appearing on the Caller ID unit of the number you call. You can block your phone number on a call-by-call basis or permanently.

Blocking Caller ID Permanently

1. Lift the phone and listen for dial tone.
2. Dial *31 and wait for confirmation announcement and hang up.

You phone number will not appear on the Caller ID unit of anyone you call from your home.

Unblocking Caller ID Permanently

1. Lift the phone and listen for dial tone.
2. Dial *36 and wait for confirmation announcement and hang up.

You phone number will now appear on the Caller ID unit of anyone you call from your home.

Note: You can also activate and deactivate Caller ID Blocking from the Online Phone Manager.

Temporarily Blocking Caller ID

1. Lift the phone and listen for dial tone.
2. Dial *67 and wait for confirmation tone.
3. Dial the phone number of the person you are calling. Your phone number will not appear on the Caller ID unit of the person you are calling.
4. When you hang up, Caller ID Blocking is terminated.

Temporarily Unblocking Caller ID

If you have set your phone service to block your Caller ID permanently via our Online Phone Manager or through *31, you may temporarily unblock your phone number on a call-by-call basis.

1. Lift the phone and listen for dial tone.
2. Dial *65 and wait for the confirmation tone.
3. Dial the number you wish to call. Your number will appear on the Caller ID unit of the number you call. When you hang up, this function is cancelled. The next call you make will be 'Private' unless you again unblock your Caller ID.

Call Waiting

Call Waiting lets you accept an incoming call while you are talking to another caller. A special beeping tone alerts you of a second caller. You can either answer the second caller or continue talking.

You can accept the incoming call by using the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Answer Call waiting

1. You will hear a special beeping tone letting you know a second caller is waiting.
2. Quickly press and release the **Switchhook** or **Flash** button on your phone.
3. Your first caller will automatically be placed on hold while you get connected to your second caller.
5. If you need to alternate between the two callers, simply press the **Switchhook** or **Flash** button. While talking to each caller the conversations remain private.
6. To end either call, hang up. The phone will then ring and when you answer, the remaining caller will be on the line.

Cancel Call Waiting (per Call)

1. Lift the phone and listen for dial tone.
2. Dial *70.
3. Listen for confirmation tone.
4. Enter the phone number you would like to call. Call Waiting automatically turns back on when you hang up.

Disable Call Waiting (Permanent)

1. Lift the phone and listen for dial tone.
2. Dial *39.
3. Listen for confirmation announcement and hang up.

Enable Call Waiting

1. Lift the phone and listen for dial tone.
2. Dial *43.
3. Listen for confirmation announcement and hang up.

Important: Activating Call Forwarding Always will disable Call Waiting. When you cancel Call Forwarding Always, your Call Waiting will be reactivated.

Note: You can use the Online Phone Manager to cancel Call Waiting for all calls.

Call Waiting ID

Caller ID also works with Call Waiting. When you hear a call waiting tone, capable phones will display the incoming call information.

Three-Way Calling

Get everyone connected with Three-Way Calling. You can connect a third participant to your phone call, regardless of who initiated the call.

You will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad) to connect the third participant. The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Connect with Three-Way Calling

1. Press the **Switchhook** briefly. The current call is placed on hold and you will hear dial tone. If your phone is equipped with a Flash button, pressing the **Flash** button is the same as pressing the **Switchhook**.
2. Dial the third participant and wait for them to answer.
3. Once they have answered, press the **Switchhook** or the **Flash** button briefly and connect all three parties.
4. If the third participant's phone line is busy or no one answers the phone, press the **Switchhook** or the **Flash** button briefly to disconnect the call and return to the original participant.

Disconnecting the Third Participant

1. When you are ready to get back to a two-party call, press the Switchhook or the Flash button twice briefly.
2. The third participant is disconnected and you remain connected to your original participant.

Important: All participants can be local, long distance or international. Depending on your phone service you will be charged for any long distance or international calls you initiate. Any of the 3 call participants can disconnect from the call at any time. If you hang up, the call is terminated between all participants.

Call Forwarding

No more worries about missing important calls when you are away from home when you have Call Forwarding. You can forward your home phone number to any number of your choice.

Important:
- *You can forward calls to a local or long distance phone number, but long distance charges may apply depending on your level of service.*
- *Any calls forwarded to an international number will be billed as if you called that phone number directly.*
- *You can continue to make outgoing calls when any of the Call Forwarding features are activated.*

Call Forwarding Always

You can forward your calls to another phone number if you don't want to miss an important call. Your calls will stay forwarded until you cancel the forwarding option.

Activate Calling Forwarding Always

1. Lift the phone and listen for dial tone.
2. Dial *72 and wait for the announcement.
3. Enter the phone number where you want calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Always has been activated.

Deactivating Call Forwarding Always

1. Lift your phone and listen for dial tone.
2. Dial *73.
3. When you hear the announcement, Call Forwarding Always has been deactivated.

Call Forwarding Status

You can verify if your Call Forwarding status is either enabled or disabled:

1. Lift your phone and listen for dial tone.
2. Dial *11.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding Always.

Call Forwarding No Answer

Call Forwarding No Answer redirects calls to a phone number you designate when your phone is not answered within the first 4 rings. Calls are redirected unto you cancel the forwarding option.

Activate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *92 and wait for the announcement.
3. Enter the phone number where you want your calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Your Call Forwarding No Answer is now activated.

Deactivate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *93.
3. When you hear the deactivation announcement, your Call Forwarding No Answer has been cancelled.

Call Forwarding No Answer Status

To see if your Call Forwarding No Answer status is enabled or disabled, simply dial *13.

1. Lift your phone and listen for dial tone.
2. Dial *13.
3. Listen to the status announcement and hang up.

Number of rings on Call Forwarding No Answer

You can set the number of rings before a call evokes the Call Forwarding No Answer feature. The valid numbers are 0, 2-20.

1. Lift your phone and listen for dial tone.
2. Dial *98.
3. Listen to the announcement and enter a valid number (0, 2-20).
4. Listen to the confirmation announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding No Answer.

Call Forwarding Busy

Another way to never miss a phone call is to redirect incoming calls to another phone number when you are on your phone. Without Call Forwarding Busy, the caller would receive a busy signal. If you aren't on your phone, then calls will be directed to your phone number as usual.

Activate Call Forwarding Busy

1. Lift the phone & listen for dial tone.
2. Dial *90 and wait for the announcement.
3. Enter the phone number where calls should be followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Busy is activated.

Deactivate Call Forwarding Busy

1. Lift the phone and listen for dial tone.
2. Dial *91.
3. When you hear deactivation announcement, Call Forwarding Busy is cancelled.

Call Forwarding Busy Status

You can always know to the status (enable or disabled) of your Call Forwarding Busy feature by dialing *12.

1. Lift your phone and listen for dial tone.
2. Dial *12.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding Busy.

Selective Call Forwarding

Use Selective Call Forwarding to forward calls from specific numbers on a forwarding list to the phone number that you designate. All other calls ring through to your phone.

Adding Phone Numbers to Selective Call Forwarding

To use Selective Call Forwarding you will need to add at least one phone number to your list.

1. Go to: https://phonemanager.mygrande.net and log in.
2. Click on Call Forwarding and enter the desired phone number and name on the Selective Call Forwarding section.
3. Save your changes and enable the feature.

Selective Call Forwarding is now enabled

Activate Selective Call Forwarding

1. Lift the phone and listen for dial tone.
2. Dial *63 and wait for the announcement.

Selective Call Forwarding is activated.

Deactivate Selective Call Forwarding

1. Lift the phone and listen for dial tone.
2. Dial *83.
3. When you hear deactivation announcement, Selective Call Forwarding is cancelled.

Important:
- *You can dial outgoing calls to phone numbers on your forwarding list.*
- *You will receive a reminder ring on your phone when incoming calls pass through. However, you will not be able to answer the call from your phone.*
- *Since one ring signal is sent to your phone for phone numbers on the forwarding list, answering machines or fax machines connected to your phone line should be set not to respond to incoming calls on the first two rings.*
- *You can forward your phone to a local or non- local number. How ever, depending on your phone service you will be billed for calls forwarded to long distance or international numbers, similar to dialing that number directly.*
- *The Selective Call Forwarding list overrides any other enabled Call Forwarding feature for incoming numbers contained on the list.*
- *If a number is contained on both the Selective Call Forwarding list and the Selective Call Reject list, Selective Call Reject takes precedence in the processing of that number.*

Note: You must use the Online Phone Manager to add phone numbers on your forwarding list before you can enable Selective Call Forwarding functions.

Speed Dial

You can quickly dial up to 108 pre-programmed phone numbers from any phone in your home.

Set Up Speed Dial 8 (digits 2-9)

1. Lift the phone and listen for dial tone.
2. Dial *74 to program digits 2 to 9 as your Speed Dial keys.
3. Wait for dial tone and enter the digit you want to assign as the Speed Dial key (e.g. 2-9) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps 1 through 5 for each phone number you want to as sign a Speed Dial key.

To use Speed Dial 8 (2-9) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. 2#).

Set Up Speed Dial 100 (digits 00-99)

1. Lift the phone and listen for dial tone.
2. Dial *75 to program digits 00 to 99 as your Speed Dial keys.
3. Wait for dial tone and enter the digits you want to assign as the Speed Dial key (e.g. 00-99) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 100 (00-99) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. #02).

Important:
- *You can program a total of 108 Speed Dial keys. The telephone keys are 2-9 and 00-99.*
- *You can set up Speed Dial to local, long distance or international phone numbers. Make sure to include all digits you regularly dial.*

Note: You can assign and manage your Speed Dial keys through the Online Phone Manager.

Call Return (*69)

With Call Return (*69) you can automatically dial back the most recent phone number that called you.

Using Call Return

1. Lift the phone and listen for dial tone.
2. Dial *69.
3. You will hear the most recent number that called you.
4. Follow the instructions and press 1.
5. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important:
- *Call Return only works on local phone number.*
- *Call Return may not work if the original caller used a phone number blocking feature.*
- *To delete the Call Return number (the most recent number that called you) dial *89.*

Auto Redial (*59)

Auto Redial dials the phone number of your most recent outgoing call.

Using Auto Redial

1. Lift the receiver and listen for dial tone.
2. Dial *59.
3. You will hear the standard tone indicating you are calling the most recent phone number you called.
4. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important: Auto Redial cannot be used to call 911.

Do Not Disturb

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail so your phone does not ring.

Activate Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial *78.
3. Wait for confirmation announcement and hang up.

Do Not Disturb is activated.

Cancel Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial *79.
3. Wait for deactivation announcements and hang up.

Do Not Disturb is cancelled.

Important:
- *A ring signal is not sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to this phone line will not be able to respond to incoming calls.*
- *Do Not Disturb overrides all Call Forwarding settings.*

Note: You can also activate and deactivate Do Not Disturb from the Online Phone Manager.

Selective Call Rejection

Selective Call Rejection blocks incoming phone numbers you specify to be blocked. Your phone does not ring when these calls arrive. The caller is disconnected after hearing a short message stating that you are not accepting calls at this time.

You must use the Online Phone Manager to activate all Selective Rejection function.

Adding Phone Numbers to Selective Call Rejection

To use Selective Call Rejection you will need to add at least one phone number to your list.

1. Go to https://phonemanager.mygrande.net and log in.
2. Click on Selective Call Rejection and enter the desired phone number(s) and name(s).
3. Save your changes and enable the feature.

Selective Call Rejection is now enabled.

Anonymous Call Rejection

You can stop receiving unidentified calls with Anonymous Call Rejection. When incoming calls do not have a caller's name or phone number. Anonymous Call Rejection will automatically route these calls to a short message stating that you are not accepting calls at this time and your phone will not ring.

Activate Anonymous Call Rejection

1. List the phone and listen for dial tone.
2. Dial *77.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is activated.

Deactivate Anonymous Call Rejection

1. Lift the phone and listen for dial tone.
2. Dial *87.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is deactivated.

Important:
- *Anonymous Call Rejection specifically blocks calls from phones that have made the caller's phone number private.*
- *This service does not apply to calls originating from phones where Caller ID service is not offered.*

Note: You can also activate and deactivate Anonymous Call Rejection from the Online Phone Manager.

Priority Ringing

With Priority Ringing, you can set up a list of special callers so your phone will ring with a special tone when they call.

Note: You can only setup Priority Ring using Online Phone Manager.

Adding Phone Numbers to Priority Ringing

To use Priority Ringing you will need to add at least one phone number to your list.

1. Go to: https://phonemanager.mygrande.net/and log in.
2. Click on Priority Ringing and enter the desired phone number and name.
3. Save your changes to enable the feature.

Priority Ringing is now enabled.

Important:
- *A caller will not be aware you have Priority Ringing. The caller hears the regular, familiar ring.*
- *Priority Ringing may not work with all phones.*

Your Voicemail Service

Your Grande Voicemail service help you never miss an important call, whether you're out of town or on the other line. With our advanced tools, you can even get email alerts when you have new Voicemail and listen to Voicemail from most Internet-connected devices.

Voicemail is included with our Optimum Phone Service and available as an optional service with our Essential Phone service.

Note: As a default, your new voicemail password will be set to 9999.

Voicemail Service Features

Our Voicemail service has all the standard features you need to manage your calls:

- Listen to messages at home, away from home or online.
- Message playback controls (rewind/fast-forward).
- Send messages to other Grande Communications users.
- Create multiple personal greetings.
- Advanced mailbox management tools.
- Use online phone manger to listen, download and e-mail your voice messages.

Note: Voicemail is enabled by default thus if you plan to use a personal answering machine Grande voicemail should be disabled.

Types of Voicemail Messages

- **New** – messages that have not yet been reviewed.
- **Skipped** – new messages you choose to skip are saved in a special category.
- **Saved** – messages that have been reviewed and saved.
- **Deleted** – messages that have been reviewed and deleted. Messages may be undeleted until you hang up or return to the Guide Menu.

Message Notification

Your Voicemail service will notify you that you have a new message. When you pick up the phone to hear a dial tone, you will hear a stutter-tone indicating you have a new message. If your phone is equipped with a message waiting light, it will also be lit.

Note: You can also choose to get a new Voicemail message delivered to you via email using the Online Phone Manager.

To clear the Message waiting indicator:

1. Lift the phone and listen for dial tone.
2. Dial *99.
3. Listen to the confirmation announcement and hang up.

Note: You can use the Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email.

Voicemail Storage/Time Rules

You can store up to 60 minutes of recorded new and saved messages in your mailbox at any one time. The maximum message length is 2 minutes. Saved messages will be stored for a maximum of 60 days and then deleted. When a mailbox is full, no new messages can be recorded.

Accessing Your voicemail

From home

1. Lift the phone and listen for dial tone.
2. Dial *86.
3. When prompted, enter your Passcode, then press #.

Away From home

1. Dial your Grande Communications phone number.
2. Press the * key anytime during your recorded greeting.
3. When prompted, enter your Passcode then press #.

Voicemail Guide Menu Options

When you access Voicemail, you will start at the Voicemail Box menu. There are several options:

MESSAGE OPTION	KEY
Listen to Messages	1
Change your mailbox busy greeting	2
Change your mailbox no answer greeting	3
Compose and send a new message	5
Delete all messages	7
Change your Passcode	8
Record your name	9
Repeat Options	#

Important: When using the Voicemail system, you can enter a menu choice at any time. You do not need to wait for the announcement to finish playing.

Setting Up Your Voicemail

The first time you use your Voicemail you will be required to set it up by changing the default Passcode and your name.

1. Lift the phone and listen for dial tone.
2. Dial *86 from home.
3. When prompted, enter your default Passcode, which is 9999, then press #.
4. Listen to the instructions for creating a new Passcode and enter your new 4 -10 digit Passcode, then press #.
5. When prompted, re-enter your new Passcode, then press #. Be sure to write down your Passcode so you do not forget it.

Setting Up Your Greetings

You can set up your Voicemail so that callers hear a different personal greeting if you don't answer, if the line is busy, or if you will be away from the phone for an extended period.

Personalize the No Answer Greeting

The No Answer Greeting cannot be turned off. A standard system greeting with your name will automatically be played unless you create a personalized No Answer Greeting.

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 3 for No Answer.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the new greeting will be activated.

Changing a Personalized Busy Greeting

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 2 for Busy Greeting.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the new greeting will be activated.

*Important: Be sure to record your entire personal greeting and press * to save and activate your new greeting before hanging up. If you hang up before you have activated your new greeting, the prior greeting will remain active.*

Listening to Messages

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1. You will hear a recording about the number of messages in the folder and the first message will be played.

OPTIONS MENU	KEY
Save message	#
Erase message	7
Repeat the message	2
Play the message envelope	5
Previous message	4
Next message	6
Additional options	9
Previous Menu	*

Navigating during Playback

These navigation options are available while the message is playing:

MESSAGE OPTION	KEY
Pause Message	2
Skip backward	1
Skip forward	3
Jump to beginning	4
Jump to End	6

Important:
- *Each message includes the date and time the message was left.*
- *New messages are played first, then Skipped messages, then Saved messages.*
- *When you have listened to all your messages, you will be returned to the Guide Menu.*

Deleting Saved Messages

To delete saved messages and free up storage space:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1 to hear any new messages.
4. Press 7 to delete each message as it plays.

Changing your Passcode

You can change your Passcode as many times as you want – just make sure to keep track of the new Passcode.

To change your Passcode:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press *.
4. Press 8 to reach the Change Passcode Settings menu.
5. Listen to the instructions for creating a new Passcode.
6. Enter your new 4 -10 digit Passcode then press #.
7. Re-enter the new Passcode then press #.
8. Listen to the confirmation announcement and hang up.

Important: Should you forget your Passcode, don't hesitate to contact Grande Customer Service.

Note: You can use the Online Phone Manager to change your Passcode.

Understanding Your Equipment

You will receive a phone modem with your Grande Phone Service. This single device connects our network to your phones and home computer and is compatible with almost all existing cordless and non-cordless phones. The phone modem comes with battery backup so if your power goes down, your Grande Phone Service will still be available for up to 8 hours of standby time and up to 4 hours of talk time.

Front View of Phone Modem

If the modem is operating correctly the light sequence for Phone Modem will be:

Power (solid)
Us (solid)
Online (solid)
Link (Blinking)
Telephone (solid to what line is active on the modem)

Here is a guide to each light on a standard phone modem:

1. Battery
2. Telephone 2
3. Telephone 1
4. Link
5. Online
6. US (Upstream)
7. DS (Downstream)
8. Power

NOTE: Your modem may look different than the modem shown above. You can find more information about you modem www.mygrande.com/userguides.

If your system is connected and working properly these lights will be steady green. Many lights will blink if the device is in use. The Telephone 2 light will be dark if you only have one telephone line.

Important: If your modem is reset or if there is a problem, your lights will flash orange.

Back View of Phone Modem

1. Power Cord
2. Cable
3. Reset
4. USB
5. Ethernet
6. Telephone 2
7. Telephone 1

Troubleshooting Tips

Problem: No dial tone.

Try This: Check the lights on your phone modem (the device connecting your cable to your phone adapter).

- **Power Light** – should be solid. If not, verify that the device is plugged directly into a working power outlet.
- **DS (Receive) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the receive light still does not light up solid, please contact Grande Customer Service.
- **US (Send) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the send light still does not light up solid, please contact Grande Customer Service.
- **Online Light** – should be solid.
- **Link (PC) Light** – should be blinking. If not, verify that the Ethernet cable is plugged in to both the cable modem and the phone adapter. Unplug the power cord from the phone adapter and leave it disconnected for 60 seconds. Reconnect the power cord. If you still do not have dial tone, please contact Grande Customer Service.
- **Telephone 1 Light** – should be steady green when a device is connected. They will blink if the device is in use.
- **Telephone 2 Light** – should be steady green when a device is connected. They will blink if the device is in use. Will be dark if you only have one telephone line.
- **Battery Light** - should be steady green. It will blink if there is a problem with the battery. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the Modem is plugged in and the battery is securely connected. If the light off or flashing, please contact Grande Customer Service.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone adapter to determine if the issue may be related to wiring inside your home. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

Problem: Cannot Receive Calls.

Try This: Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have Call Forwarding or Do Not Disturb features activated. Verify the phone modem is connected to the phone or installation phone jack.

If all phones are affected, please contact Grande Customer Service.

Problem: Calls Disconnecting or Can't Hear the Other Side of the Conversation.

Try This: Check all phones to see if only specific phones are affected by this problem. If using a cordless phone, test with a non-cordless phone if possible. If only certain phones are susceptible, check connections or replace the phone itself.

Verify the type of call the other party is making. If they are using a cell phone, your conversation could be affected by reception difficulties. If the call is a local or long distance call from a standard phone line and you are still experiencing problems, please contact Grande Customer Service.

Problem: I Am Getting Short Rings on My Phone and No One is There When I Answer.

Try This: If your phone is giving only one short ring, you may have Call Forwarding activated on your line. Please refer to call forwarding status in the phone section to verify call forwarding status.

Problem: One of My Phone Jacks is Not Working.

Try This: Try plugging another phone into the jack to verify that the problem is not the phone itself. Check every phone and make sure they are securely plugged in. If you continue to experience problems with the jack, call Grande Customer Service.

Problem: My Personal Answering Machine is Not Working.

Try this: Verify that Grande Voicemail is disabled. You can disable Voicemail through our Online Phone Manager located at http://phonemanager.mygrande.net or by contacting Grande Customer Service.

FAQ's

Where can I view detailed call information?

Call history itemization is available through our Online Phone Manager tool located at https://phonemanager.mygrande.net.

Can I restrict international calling?

Yes. Contact Grande if you would like to put a block on all international calls.

Can I use my own answering machine?

Yes, however you will need to disable Grande voicemail. You can disable Voicemail through our Online Phone Manager located at http://phonemanager.mygrande.net or by contacting Grande Customer Service.

Note: voicemail is enabled by default if voicemail feature is activated.

Will fax machines work with Grande Communications Phone service?

Yes, Phone service is compatible with most fax equipment brands; however the baud rate may need to be set on low and error correction may need to be disabled.

Can I use my existing telephone and caller ID equipment?

The majority of cordless and non-cordless phones, caller ID units, answering machines, fax machines and alarms will work with Grande Communications Phone service. We suggest you test your equipment once your Grande Phone service is installed.

Can I watch TV and surf the Internet while I'm on the phone?

Yes, you can use all three services at the same time, on the same wall outlet.

If my TV service stops working will I still be able to make phone calls?

In most cases an interruption in TV service should not affect your phone. However, outages can cause an interruption in your Phone service. All Grande Phone services include our Outage Protection service. In case of an outage, this service will redirect incoming calls to another phone number so you never miss an important call. Remember to activate this service in order for it to work.

What is E911? Does Grande Communications Offer E911 service?

E911 (Enhanced 911) has the benefit of automatically transmitting your telephone number and location to the 911 Operator. E911 automatically comes with your Grande Phone Service at no charge.

Important: If for any reason you need to move the phone modem or take it to another residence, please contact Grande Customer Service so your E911 service is maintained.

Do I need to buy a special type of phone or other equipment?

No, your current home phone will work with Grande Phone service.

Will my fax machine work with Grande Phone service?

Grande Phone service is compatible with most fax equipment brands. If you have Basic, Essential or Optimum Phone service, make sure that your fax speed is set to the lowest level.

Will my current answering machine work with Grande Phone service?

Yes, your answering machine will work with our Phone service. If you currently have Grande Voicemail service set up, you will need to disable Grande Voicemail. Customers with access to the Online Phone Manager can disable voicemail through the online manager. If you do not have access to online phone manager please Contact Customer Service to disconnect voicemail service.

Can I select my own phone number?

Grande doesn't provide vanity numbers, however we do offer a selection of available numbers from which you may choose.

Can I keep my current phone number?

Yes, with Grande you can port your landline number over from most other providers within the same service.

Note: The phone number must be active with the current provider for porting.

I am trying to set up my home voice mail for the first time. What is the default passcode?

The default passcode is 9999. After you enter the default passcode, press # and then listen to the instructions for creating a new, personalized passcode.

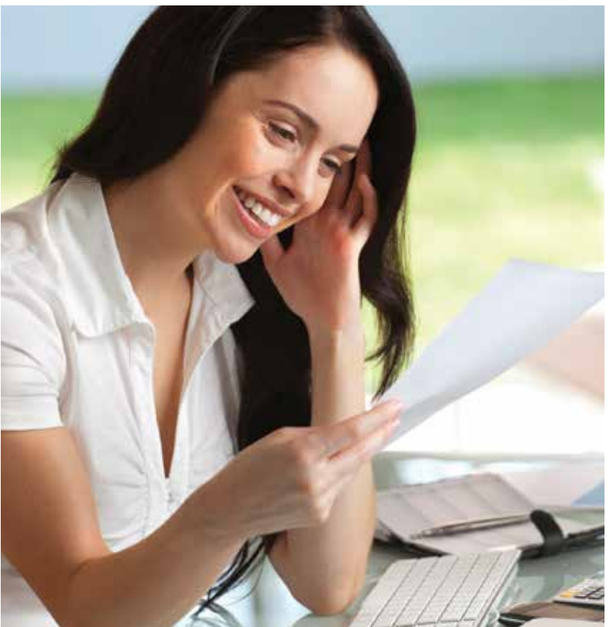
How to Read Your Monthly Bill

Your Monthly Bill from Grande Communications is Easy to Read

- A quick summary of charges on the front page gives you accurate fees at a glance.
- Detailed charges on following pages allows you to see all your current transactions.
- Special announcement, customer service information and payment instructions are in special sections that are easy to find and understand.
- Larger format is clear, simple and color/highlighted sections helps differentiate various charges.

Go Green!
Sign Up For Paperless Billing

You can set up paperless billing by visiting billing.mygrande.com



Understanding your Monthly Bill

1 Account PIN
You will be prompted by Customer Service to provide this four-digit security PIN when inquiring about your account.

2 Contact Us
Flexible options to help you reach us.

3 Summary
Total charges, payments, credits and balance due.

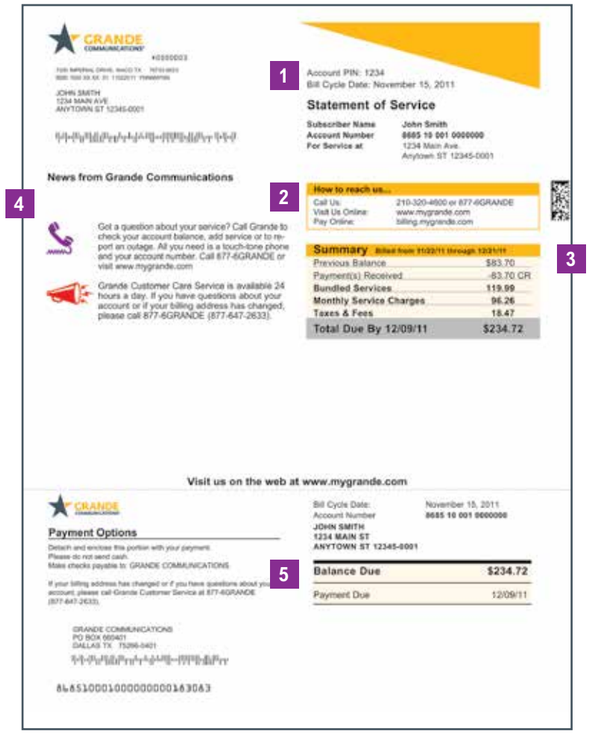
4 Messaging Center
Important account information or news from Grande.

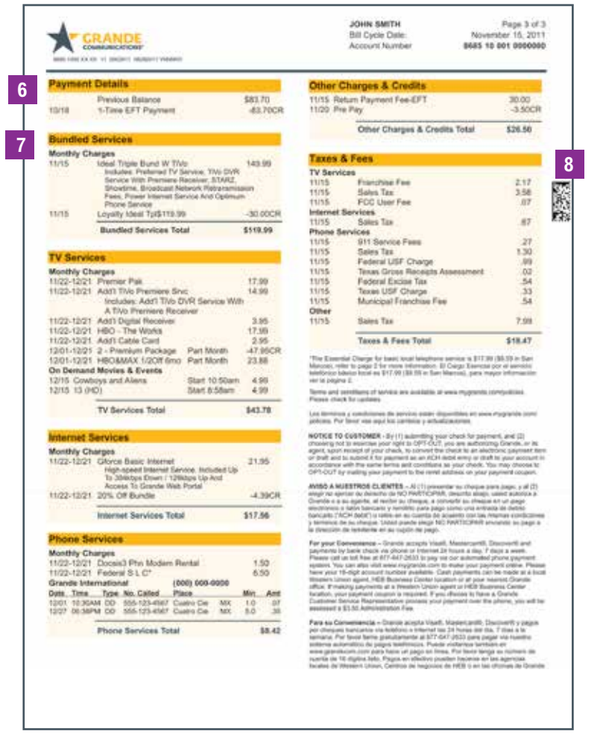
5 Payment Coupon
Simply tear it off and return with your check/money order.

6 Payment Details
Transaction information during this billing period.

7 Detailed Charges
Detailed charges for each service that you have with Grande.

8 Taxes and Fees
Consolidated detail of taxes and fees applied to your account, in one simplified section.


GRANDE COMMUNICATIONS
JOHN SMITH
1234 MAIN AVE
ANYTOWN ST 12345-0001
1
Account PIN: 1234
Bill Cycle Date: November 15, 2011
Statement of Service
Subscriber Name John Smith
Account Number 8685 10 001 0000000
For Service at 1234 Main Ave. Anytown ST 12345-0001
4
News from Grande Communications
2
How to reach us...
Call Us: 210-320-4600 or 877-6GRANDE
Visit Us Online: www.mygrande.com
Pay Online: billing.mygrande.com
Got a question about your service? Call Grande to check your account balance, add service or to report an outage. All you need is a touch-tone phone and your account number. Call 877-6GRANDE or visit www.mygrande.com
Grande Customer Care Service is available 24 hours a day. If you have questions about your account or if your billing address has changed, please call 877-6GRANDE (877-647-2633).
3
Summary Billed from 11/22/11 through 12/21/11
Previous Balance $83.70
Payment(s) Received -83.70 CR
Bundled Services 119.99
Monthly Service Charges 96.26
Taxes & Fees 18.47
Total Due By 12/09/11 $234.72
Visit us on the web at www.mygrande.com
GRANDE COMMUNICATIONS
Payment Options
Detach and enclose this portion with your payment.
Please do not send cash.
Make checks payable to: GRANDE COMMUNICATIONS
If your billing address has changed or if you have questions about your account, please call Grande Customer Service at 877-6GRANDE (877-647-2633).
Bill Cycle Date: November 15, 2011
Account Number 8685 10 001 0000000
JOHN SMITH
1234 MAIN ST
ANYTOWN ST 12345-0001
5
Balance Due $234.72
Payment Due 12/09/11
GRANDE COMMUNICATIONS
PO BOX 660401
DALLAS TX 75266-0401
84851000100000000163063


GRANDE COMMUNICATIONS
JOHN SMITH
Page 3 of 3
Bill Cycle Date: November 15, 2011
Account Number 8685 10 001 0000000
6
Payment Details
Previous Balance $83.70
10/18 1-Time EFT Payment -83.70CR
7
Bundled Services
Monthly Charges
11/15 Ideal Triple Bund W TiVo 149.99
Includes: Preferred TV Service, TiVo DVR Service With Premiere Receiver, STARZ, Showtime, Broadcast Network Retransmission Fees, Power Internet Service And Optimum Phone Service
11/15 Loyalty Ideal Tpl$119.99 -30.00CR
Bundled Services Total $119.99
TV Services
Monthly Charges
11/22-12/21 Premier Pak 17.99
11/22-12/21 Add'l TiVo Premiere Srvc 14.99
Includes: Add'l TiVo DVR Service With A TiVo Premiere Receiver
11/22-12/21 Add'l Digital Receiver 3.95
11/22-12/21 HBO - The Works 17.99
11/22-12/21 Add'l Cable Card 2.95
12/01-12/21 2 - Premium Package Part Month -47.95CR
12/01-12/21 HBO&MAX 1/2Off 6mo Part Month 23.88
On Demand Movies & Events
12/15 Cowboys and Aliens Start 10:50am 4.99
12/15 13 (HD) Start 8:58am 4.99
TV Services Total $43.78
Internet Services
Monthly Charges
11/22-12/21 Qforce Basic Internet 21.95
High-speed Internet Service. Included Up To 30Mbps Down / 128Kbps Up And Access To Grande Web Portal
11/22-12/21 20% Off Bundle -4.39CR
Internet Services Total $17.56
Phone Services
Monthly Charges
11/22-12/21 Docsis3 Phn Modem Rental 1.50
11/22-12/21 Federal S-L C* 6.50
Grande International (000) 000-0000
Date Time Type No. Called Place Min Amt
12/01 10:30AM DD 555-123-4567 Cuatro Ce MX 1.0 .07
12/27 06:38PM DD 555-123-4567 Cuatro Ce MX 5.0 .35
Phone Services Total $8.42
Other Charges & Credits
11/15 Return Payment Fee-EFT 30.00
11/20 Pre Pay -3.50CR
Other Charges & Credits Total $26.50
8
Taxes & Fees
TV Services
11/15 Franchise Fee 2.17
11/15 Sales Tax 3.58
11/15 FCC User Fee .07
Internet Services
11/15 Sales Tax .67
Phone Services
11/15 911 Service Fees .27
11/15 Sales Tax 1.30
11/15 Federal USF Charge .99
11/15 Texas Gross Receipts Assessment .02
11/15 Federal Excise Tax .54
11/15 Texas USF Charge .33
11/15 Municipal Franchise Fee .54
Other
11/15 Sales Tax 7.99
Taxes & Fees Total $18.47

This is a sample bill for demonstration only. Specific services subject to availability. Please contact Grande for details.

Grande Communications Policies & Agreements

effective December 1, 2013

Basic Conditions of Service Regarding Cable TV & Internet Service - Page 54

Cable Privacy Policy - Page 56

Internet Acceptable Use Policy - Page 57

Phone Service Terms & Conditions - Page 59

Slamming & Cramming Notice - Page 61

Customer Rights Information - Page 61

Customer Proprietary Network Information (CPNI) Notice - Page 62

Contact Information - Page 63

BASIC CONDITIONS OF SERVICE REGARDING CABLE TV & INTERNET SERVICE

DEFINITIONS

Except where otherwise stated, "we," "us," or "our" means Grande Communications Networks, LLC.,, or its authorized agents (collectively "Grande Communications") and "you" or "your" means the Customer specifically named on this order (the "named Customer"), including Customer's Household. Customer's "Household" includes the named Customer, the named Customer's family and dependents, others who may be resident in the Premises, and any others who use the Equipment or Services on the Premises. "Premises" means the overall location where Customer's Service is intended by Grande to be installed and may, at Grande's sole discretion, include common areas of such location. "Installed" means either installed or activated. "Equipment" means one or more of the following: digital receiver, broadband modem, telephony port, remote-control unit, A/B switch, or any other device installed by Grande in or around the Premises, or provided by Grande, necessary or convenient for Customer to receive and utilize Services from Grande. "Service" or "Services" means the cable TV programming, Internet access or data services, local or long distance telephone services, or any other service that Grande provides to Customer. "Third party" includes, without limitation, invitees or guests of the named Customer or of members of Customer's Household, as well as other third parties. "Content" means the substantive content of any communication or message, information, data, software, programs, operating systems, or other content of any kind that you may have or store on your computer or other equipment or elsewhere, or that you transmit on Grande's system. "Content transmitted by you on Grande's system" (or similar phrases) means any and all Content accessed, obtained, downloaded or uploaded, sent or received, distributed, disseminated, published, transmitted or re-transmitted over, on, through or by use, in whole or part, of Grande's system, by you, to you, or for you by another, or that you otherwise cause to be transmitted on Grande's system. "Intellectual Property" means, without limitation, ownership of or rights in or to: copyright, patent, trademark or service mark, trade dress, trade secret, confidentiality, rights of commercial exploitation, artists' "moral rights", or other intellectual property rights or proprietary rights of any person or entity.

CERTAIN CUSTOMER OBLIGATIONS

By accepting Service from Grande, you agree to the terms and conditions of use regarding Grande Services that are stated in this Agreement and any changes Grande may make from time to time, and you agree to pay each monthly bill from Grande on or before the date specified in the bill. An administrative late charge will be assessed if the bill is not paid by the due date, and Service will be terminated if payment is not received by the stated due date of the next month's bill (or as otherwise provided by law). All equipment of any kind provided by Grande remains the sole property of Grande, unless sold to you. You agree to notify Grande when moving from the Premises and you are responsible for the charges for monthly Service until you notify Grande in writing of a desire to terminate Service and have returned any Grande Equipment in good condition. Failure to return Grande Equipment within ten (10) days after receiving notice in writing from Grande is a violation of Section 31.04 of the Texas Penal Code. Grande may use various means to collect delinquent accounts including but not limited to appropriate legal action and/or collection agencies. Any settlement or judgment against you will include your obligation to pay Grande's reasonable attorneys' or collection fees and all court costs incurred by Grande. Telephone Services provided by Grande are subject to the terms and conditions under Grande's tariffs on file with the applicable state and federal regulatory authority, and as posted on Grande's website at www.mygrande.com. Internet and Cable TV Services provided by Grande are subject to the terms and conditions of use stated in this Agreement, as they may be changed from time to time by Grande with notice to you, to any applicable software license and to applicable local, state and federal law and regulations.

MULTIPLE USERS

You acknowledge and agree that you are executing this Agreement on behalf of all persons in your Household or who otherwise use the Equipment and/or Service on the Premises, and that you are responsible in all respects (including all payment obligations) for all use of the Equipment and/or Service. YOU UNDERSTAND AND AGREE THAT YOU ARE SOLELY RESPONSIBLE FOR MAKING SURE THAT ALL USERS UNDERSTAND AND COMPLY WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT (INCLUDING THE APPROPRIATE USE POLICY). YOU FURTHER ACKNOWLEDGE AND AGREE THAT YOU ARE SOLELY RESPONSIBLE AND LIABLE FOR ANY AND ALL BREACHES OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, WHETHER SUCH BREACH IS THE RESULT OF USE OF THE SERVICE AND/OR EQUIPMENT BY YOU OR BY ANY OTHER USER.

ACCESS TO CUSTOMER'S PREMISES

You authorize Grande, and its employees, agents, contractors, and representatives to enter the Premises in order to install, maintain, inspect, repair and remove Grande Equipment and/or the Service. If you are not the owner of the Premises, you expressly represent that you have authority to permit Grande onto the Premises as required to install, maintain, inspect, repair or remove any Equipment or Service; and you may be required to supply Grande with the owner's name and address, evidence that you are authorized to grant access to the Premises on the owner's behalf, and (if needed) written consent from the owner of the Premises. You grant Grande permission to enter the Premises at any time following the termination of any Services on the Premises to remove any Grande Equipment or Service at Grande's sole discretion.

CONTACT ADDRESS

For any inquiries or notices required in connection with this Agreement, you should contact Grande in writing at Grande Communications, 401 Carlson Circle, San Marcos, TX 78666, Attention: Legal Department.

VIDEO CLOSED CAPTIONING

For immediate technical concerns or service issues with Closed Captioning, please call (toll-free) (866) 216-7424, fax (512) 878-4567, or email us at officeofthepresident@mygrande.com. Formal written complaints should be addressed to:
Pat Murphy, SVP Engineering, Grande Communications,
401 Carlson Circle, San Marcos, TX 78666.

PROTECTING OUR NETWORK

Grande reserves the right to manage its network and Services in any manner it deems appropriate. Any action or email from any Grande user that causes what Grande determines is an undue burden on the network or personnel of Grande is prohibited and may subject the user to termination of Grande Service without notice, recourse or refund.

PAYMENT TERMS

You agree to pay all monthly fees for the Service(s) to which you subscribe and all related installation or other applicable charges. Such charges include, but are not limited to, applicable franchise fees, regulatory fees, taxes, customer service fees, interest, late fees and door collection fees. Monthly fees will be billed one month in advance. Other charges, such as Equipment rental (if any) may be charged in advance. If payment is not received by the due date stated on the bill, interest shall accrue on unpaid amounts at a rate of one and one-half percent (1.5%) per month or the maximum rate permitted by law, whichever is less, from the due date until paid in full, and/or late fees and/or door collection charges may be assessed and the Service may be disconnected. You may be required to pay a reconnection fee in addition to paying all past due amounts in full before the Service(s) are reconnected. You acknowledge that Grande also may require a security deposit before reconnecting the Service(s). You agree to pay a $25.00 administrative fee for returned checks and failed bank drafts or electronic transfers. You understand that early termination by Customer of an agreement with a stated duration (also called the contract "term") may result in early cancellation penalties. Credit for Service may be offered at Grande's sole discretion, but only in accordance with applicable law.

DISCONNECTION OF BASIC LOCAL TELEPHONE SERVICE

Pursuant to state law, Grande may disconnect basic local telephone service without notice to you for one of the following reasons:

A. service is connected or reconnected without authority;
B. equipment tampering;
C. theft of service; and
D. other acts of fraud.

A notice of disconnection will be mailed to you when a bill is overdue. The notice will state the amount overdue and the date of disconnection allowing at least ten (10) days to make late payment.

CUSTOMER SERVICE

Grande expressly reserves the right to institute fees for providing certain customer support services if, at its sole discretion, it determines such fees are warranted. You acknowledge and agree that Grande will not be liable for any damage to your computer or other equipment or software resulting from or arising in connection with our provision of technical service and support for the Services, even if such damage results from the negligence, gross negligence or intentional acts or omissions of the Grande installer, technician, customer service representative, or other Grande agent or representative. You may contact customer service at 1-877-647-2633.

PRIVATE VIEWING, UNAUTHORIZED SERVICE, AND USE OF EQUIPMENT

Grande provides Service to you for your private use and enjoyment. You agree that the cable programming provided by Grande will not be viewed in areas open to the public. Programming provided by Grande's Cable TV Service (or, if and as applicable, other Services) may not be rebroadcast, transmitted or re-transmitted, or performed, nor may admission be charged for its viewing, without first obtaining written consent for such use in advance from Grande and our programming suppliers, which may be withheld at the sole discretion of either Grande or the supplier. You agree not to attach or to allow to be attached any unauthorized device to the wiring or Equipment. If you make or allow to be made any unauthorized connection or modification to the Equipment or another part of Grande's network, you will be in breach of this Agreement and Grande may immediately terminate Service. In addition to a right to terminate this Agreement, Grande is entitled to recover damages from you, including without limitation court costs and reasonable attorney's fees, for tampering with any of the Equipment or any other part of the Grande network, or for receiving any unauthorized Service. In addition, it is illegal under both state and federal laws to tamper with Cable Equipment for the purpose of changing subscription levels. Doing so may subject you to criminal prosecution.

THEFT OF CABLE SERVICE

The federal Cable Act of 1984, as amended by the Cable Act of 1992, created both civil and criminal penalties against manufacturers, suppliers and users of unauthorized cable devices. This federal law about theft of cable service supplements any existing state or local laws. The federal law prohibits the interception or receipt of any communication service over Grande's cable system, unless authorized by Grande. This includes the theft of audio, video, textual, data or other service, including data transmitted to or from any Customer. The Cable Act provides Grande the right to seek substantial monetary damages with regard to theft of services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to $50,000 in civil cases and a maximum of $100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

EQUIPMENT LEASE

The equipment installed by Grande belongs to Grande unless you have purchased it and have paid the purchase price in full. You may not sell, rent, lease, loan or give away the Equipment without Grande's prior written consent, and you may not use any of the Equipment at any location other than the Premises at which the Equipment was installed by Grande or for which it was provided by Grande. You may not use Grande Equipment for anything but Grande Services. You agree not to attempt to make repairs to, or to alter, disturb or tamper with the Equipment and that you will not permit anyone other than Grande or Grande's agent to perform any work on the Equipment. You acknowledge that this Equipment has an actual value greater than its purchase price because it also is a means to receive programming not otherwise available to persons who are not Grande customers, and you agree to pay Grande up to $600.00 for each digital receiver not returned, $10.00 for each remote control device not returned, and $45.00 for each cable modem not returned to Grande in good condition upon termination of the Service for which it was provided by Grande. If you cease to be our Customer for any reason, you will be responsible for promptly returning the Equipment to Grande. The Equipment must be returned in working order, normal wear and tear accepted, or you will be charged the higher of (i) the retail cost to replace each such piece of Equipment with new Equipment, or (ii) any other amount specifically stated in this Agreement. You are responsible for preventing any tampering with or the loss of or damage to the Equipment within your Premises. Grande reserves the right to disconnect your Service(s) and remove the Equipment if it is determined by Grande in its sole judgment that the Equipment could be causing a problem with the Grande network.

RELOCATING OR REMOVING EQUIPMENT

This Agreement is for the particular Premises and for the particular Customer identified herein. You agree that you will not remove the Equipment from the Premises or connect the Equipment to any outlet other than the outlet to which the Equipment was initially connected by the Grande installer, nor let anyone do so who is not authorized by Grande. Grande may relocate the Equipment for you within the Premises at your request, and at your cost at Grande's then-prevailing applicable rates. If you relocate to a new address, this Agreement shall automatically terminate and you will promptly notify Grande as provided in this Agreement if you relocate or leave the Premises for any other reason. You acknowledge that you may incur additional charges for any Equipment relocation. You agree that you will not connect any other device to the dedicated Grande cable modem outlet. You understand that doing so may cause damage to the Grande network and subject you to prosecution for damages.

DAMAGE TO AND ENCUMBRANCES ON EQUIPMENT

All Equipment, except for Equipment purchased and paid for in full by you, will at all times be and remains the sole property of Grande. You may not sell, transfer, lease, encumber, lend or assign all or any part of the Equipment to any third party, or permit its removal from the Premises without the express written consent of Grande. You agree that you will pay the costs specified in this Agreement for the repair or replacement of any lost, stolen, unreturned, or damaged Equipment or part thereof, together with any costs incurred by Grande in obtaining or attempting to obtain possession of any such Equipment or otherwise to enforce its rights under this Agreement. You hereby authorize Grande to charge your Visa, MasterCard, other credit card, or other payment method that has been authorized by you for any such outstanding Service and Equipment charges. In the event such replacement or repair is necessary, Grande may, at its sole option, install or substitute new or reconditioned Equipment, including swapping existing Customer equipment for compliant Equipment, for which you may incur an installation and rental fee at Grande's then-applicable rates.

EXPIRATION OF AGREEMENT; TERMINATION BY CUSTOMER; TERMINATION RIGHTS

Unless otherwise provided under separate written agreement signed by Grande, and subject to the provisions for disconnection of basic local telephone service, either you or Grande may terminate this Agreement at any time by giving the other party no less than twenty-four (24) hours written notice of such termination. In the event you terminate this Agreement, you must notify Grande by telephone or by a non-electronic written submission. Email submissions by Customer will not constitute effective notice to Grande. In the event of termination by Grande, Grande may notify you of such termination by electronic or other means. As noted elsewhere in this Agreement, Grande may terminate the Agreement without notice for violation of various terms of this Agreement. If you have elected annual prepayment terms, you agree and understand that the calculation of any refund for unused Service following termination will be based upon assessing the undiscounted rate for the Service for the period in which Service was provided and not upon the discounted annual prepayment rate.

CUSTOMER OBLIGATIONS UPON TERMINATION

Unless otherwise provided under separate written agreement signed by Grande, upon termination of this Agreement:

A. You agree to pay Grande in full for your use of any Grande-owned Equipment and Service up to the later of (i) the effective date of termination of this Agreement and (ii) the date on which the Service and any Grande-owned Equipment have been properly disconnected and returned in good condition to Grande. You agree to pay Grande for your use of any Grande-owned Equipment or Services for any part of a month less than an entire month on a pro-rated basis at the applicable rate.

B. You agree you will permit Grande to access the Premises at an agreed time to remove any Grande-owned Equipment and other material provided by Grande, and that you will not unreasonably refuse to agree to a suitable time for Grande to do so.

C. You agree you will immediately return or arrange for the return of any Grande-owned Equipment to Grande. You also agree you will promptly return all copies of any software provided to you by Grande in providing your Services; or if Grande instead requests destruction of such copies, that you will promptly do so and certify in writing that such destruction has in fact occurred, on a form to be provided by Grande.

LIMITED WARRANTY

ANY GRANDE EQUIPMENT AND SERVICES ARE PROVIDED BY GRANDE "AS IS" WITHOUT WARRANTY OF ANY KIND. GRANDE DISCLAIMS ANY AND ALL WARRANTIES OF UNINTERRUPTED USE OF THE EQUIPMENT OR THE SERVICE. GRANDE DISCLAIMS ANY AND ALL WARRANTIES THAT ANY DATA, VOICE, VIDEO, OR OTHER INFORMATION OR CONTENT SENT BY OR TO CUSTOMER WILL BE TRANSMITTED, WHETHER IN UNCORRUPTED FORM OR OTHERWISE, OR THAT SUCH TRANSMISSION WILL OCCUR WITHIN ANY PARTICULAR PERIOD OF TIME. ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF NON-INFRINGEMENT, FITNESS FOR USE FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED.

GOVERNING LAW

This Agreement shall be exclusively governed by, and construed, applied and enforced in accordance with the laws of the State of Texas. Venue for all claims or actions arising under or concerning this Agreement or the Services provided by Grande shall be and lie exclusively in Hays County, Texas.

LIMITATION OF LIABILITY

YOU ARE ENTIRELY AND SOLELY RESPONSIBLE FOR ANY AND ALL CONSEQUENCES OF YOUR USE OF THE GRANDE SERVICES AND ANY AND ALL OF THE CONTENT YOU MAY TRANSMIT ON THE GRANDE network, REGARDLESS OF THE FORESEEABILITY OF THOSE CONSEQUENCES.

UNLESS OTHERWISE SPECIFICALLY PROVIDED IN THIS AGREEMENT, GRANDE SHALL NOT BE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY FOR:

A. ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF EARNINGS, LOSS OF BUSINESS OPPORTUNITIES, AND PERSONAL INJURIES (INCLUDING DEATH), RESULTING DIRECTLY OR INDIRECTLY FROM, OR OTHERWISE ARISING IN CONNECTION WITH:
    1. PROVIDING YOU SERVICES, OR YOUR USE OF THE SERVICES OR EQUIPMENT, INCLUDING WITHOUT LIMITATION ANY DAMAGE RESULTING FROM OR RELATED TO YOUR OR ANY THIRD PARTY'S RELIANCE ON OR USE OF THE EQUIPMENT OR SERVICE, OR THE MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES, ERRORS, DEFECTS, DELAYS IN OPERATION, NON-DELIVERIES, MIS-DELIVERIES, TRANSMISSION OR NON-TRANSMISSION, OR ANY FAILURE OR PERFORMANCE OF THE EQUIPMENT OR SERVICE, EVEN IF GRANDE IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES;
    2. THE INSTALLATION OF CABLE OR DSL MODEM, INCLUDING DAMAGE TO YOUR PERSONAL COMPUTER; AND
    3. THE TERMINATION OR RECLASSIFICATION OF YOUR ACCOUNT BY GRANDE PURSUANT TO THIS AGREEMENT;
B. ANY LOSSES, CLAIMS, DAMAGES, EXPENSES, LIABILITIES OR COSTS (INCLUDING LEGAL FEES) RESULTING DIRECTLY OR INDIRECTLY OUT OF, OR OTHERWISE ARISING IN CONNECTION WITH, ANY ALLEGATION, CLAIM, OR SUIT OR OTHER PROCEEDING, BASED UPON A CONTENTION THAT YOUR USE OF THE EQUIPMENT OR SERVICE, OR THAT ANY CONTENT TRANSMITTED BY YOU ON GRANDE'S NETWORK:
    1. INFRINGES ANY THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS;
    2. CONSTITUTES A LIBEL OR A SLANDER OR OTHER DEFAMATION UPON ANOTHER OR THE BUSINESS OF ANOTHER, OR IMPERMISSIBLY INVADES OR COMPROMISES THE PRIVACY OF ANOTHER; OR
    3. COMPROMISES OR VIOLATES THE CONTRACTUAL, PROPERTY OR OTHER LEGAL OR EQUITABLE RIGHTS OR INTERESTS OF ANOTHER; OR
C. ANY DAMAGES OF ANY KIND RESULTING IN ANY WAY FROM ANY OTHER PERSON ACCESSING, COMPROMISING, OR DESTROYING OR DAMAGING THE INTEGRITY OF YOUR COMPUTER OR OTHER EQUIPMENT, OR ACCESSING, COMPROMISING, COPYING, DISSEMINATING OR DESTROYING YOUR CONTENT, THROUGH OR BY MEANS OF THE GRANDE SERVICES. THESE LIMITATIONS ALSO APPLY TO THE ACTS AND OMISSIONS OF GRANDE, INCLUDING WITH OUT LIMITATION ANY NEGLIGENCE, GROSS NEGLIGENCE OR INTENTIONAL ACTS, WHICH, BUT FOR THIS PROVISION, OTHERWISE WOULD GIVE RISE TO A CAUSE OF ACTION IN CONTRACT, TORT OR UNDER ANY OTHER LEGAL DOCTRINE. FOR THE PURPOSES OF THIS LIMITATION OF LIABILITY SECTION, "GRANDE" INCLUDES GRANDE AND ITS AFFILIATES, AND THEIR OFFICERS, DIRECTORS OR OTHER PRINCIPALS, EMPLOYEES, CONTRACTORS, SUBCONTRACTORS, REPRESENTATIVES, AGENTS, SUCCESSORS, AND AS SIGNS. CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES UNDER THIS AGREEMENT ARE AS EXPRESSLY SET OUT IN THIS AGREEMENT.

INDEMNIFICATION

YOU AGREE TO INDEMNIFY AND HOLD HARMLESS GRANDE FROM ANY LIABILITY WHATSOEVER FOR ANY CLAIMS RESULTING FROM, ARISING OUT OF OR OTHERWISE RELATING TO:

A. YOUR USE OF THE SERVICE AND ANY CONTENT TRANSMITTED BY YOU ON GRANDE'S NETWORK, INCLUDING WITHOUT LIMITATION USE OF THE EQUIPMENT OR THE SERVICE IN ANY MANNER PROHIBITED UNDER THIS AGREEMENT.
B. THIRD PARTY CONTENTIONS THAT YOUR USE OF GRANDE'S SERVICES:
    1. INFRINGED THE THIRD PARTY'S INTELLECTUAL PROPERTY;
    2. CONSTITUTED DEFAMATION, LIBEL OR SLANDER OF THE THIRD PARTY OR THE THIRD PARTY'S BUSINESS;
    3. CONSTITUTED A VIOLATION OF ANY FEDERAL, STATE OR LOCAL LAW OR REGULATION;
    4. CONSTITUTED AN INVASION OF ANOTHER'S PRIVACY OR A VIOLATION OF SUCH PERSON'S OTHER LEGAL, EQUITABLE OR MORAL RIGHTS; OR
    5. CONSTITUTED UNAUTHORIZED ACCESS TO OR MANIPULATION, COM PROMISE OR DESTRUCTION OF THE PROPERTY, EQUIPMENT, OR CONTENT OF ANOTHER.

FOR THE PURPOSES OF THIS INDEMNITY PROVISION, "GRANDE" INCLUDES GRANDE AND ITS AFFILIATES, AND THEIR OFFICERS, DIRECTORS OR OTHER PRINCIPALS, EMPLOYEES, CONTRACTORS, SUBCONTRACTORS, REPRESENTATIVES, AGENTS, SUCCESSORS, AND ASSIGNS.

ARBITRATION

YOU AGREE THAT ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE PROVISION BY GRANDE OF ANY EQUIPMENT OR SERVICE, OR THE PERFORMANCE OF ANY EQUIPMENT OR SERVICE, SHALL BE RESOLVED BY BINDING ARBITRATION IN AUSTIN, TEXAS COMMENCED NO MORE THAN ONE (1) YEAR AFTER THE DATE THE CAUSE OF ACTION AROSE, AND UNDER AND ACCORDING TO THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION. THE PARTIES EXPRESSLY WAIVE ANY ENTITLEMENT TO ATTORNEY'S FEES OR PUNITIVE DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW. CONSOLIDATED OR CLASS ACTION ARBITRATIONS SHALL NOT BE PERMITTED.

MISCELLANEOUS

This Agreement constitutes the entire agreement and understanding between you and Grande with respect to the subject matter of this Agreement and that it supersedes and replaces any and all prior written or verbal agreements between us. Nothing contained in this Agreement shall be construed to limit Grande's rights and remedies available at law or in equity, which shall be cumulative with respect to any rights or privileged specified herein. In the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of the provisions shall remain in full force and effect. Grande's failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right with respect to any other event of default by you. No course of conduct, dealing or performance between us, nor any trade practice or standard, shall act to modify any provision of this Agreement, except as may be required by law. Grande reserves the right to terminate and refuse Service as deemed necessary by Grande in its sole discretion. This Agreement may not be assigned or transferred by you. This Agreement is freely assignable by Grande to third parties without any notice to you and without your approval. This Agreement is solely for the mutual benefit of you and Grande, and no others. No third party beneficiaries are created by, or shall exist with regard to, this Agreement.

CABLE PRIVACY POLICY

The following notice is provided by Grande Communications® to inform you of our practices regarding personally identifiable information that may be collected in the course of providing cable service to you. This notice is being provided under the Cable Communications Policy Act of 1984 (the "Cable Act"). If you are a subscriber to the Grande Communications® service, this notice also makes reference to the Electronic Communications Privacy Act of 1986 ("ECPA") and the Online Copyright Infringement Liability Limitation Act of 1998 ("Copyright Act").

This notice pertains only to personally identifiable information about you that you have furnished to us, or that we have collected, in order to provide service to you including the Grande service. Personally identifiable information does not include aggregate data that does not identify you. It also does not include information about you that is collected other than in the course of providing cable service or that is obtained from publicly available sources.

The Cable Act pertains to such personally identifiable information to the extent it is directed by you to, or collected by, Grande within Grande's operations.

Seven areas are covered by this Notice:

1. The nature of personally identifiable information collected about you and the way we use such information;
2. The nature, frequency, and purpose of any disclosure which we may make of such information;
3. Disclosure of information to governmental entities and through legal process;
4. The period of time we will maintain such information;
5. Your online communications with the Grande service;
6. The time and place you may have access to our collection of such information; and
7. Your rights under the Cable Act

COLLECTION AND USE OF PERSONALLY IDENTIFIABLE INFORMATION

In order to provide service to you and operate efficiently, we collect the following types of information about you that may constitute personally identifiable information: your name, home and work address, telephone numbers, social security number, and credit information. Depending on the services we provide to you, our records may also include information on billing, payment, damage and security deposits, maintenance and repairs, the number and location of personal computers ("PCs") in your home and your PC configuration at the time of installation, the service options you have chosen, and the number of digital receivers or other cable equipment installed in your home. We also keep records of research concerning customer satisfaction with the service, which are obtained from customer interviews and questionnaires. Additionally, we may have a record of whether you rent or own your home in the event that

landlord permission is required prior to installing our cable facilities. We also maintain customer correspondence (via email or otherwise) and, if you are a Grande customer, records of violations and alleged violations of your Residential Agreement and other rules governing use of the Grande Service. Finally, we may sometimes obtain from third parties publicly available information about our customers that is not personally identifiable information under the Cable Act. The personally identifiable information described in the preceding paragraph is used for purposes such as the following: to make sure you are being billed properly for the services you receive; to send you pertinent information about Grande's services; to improve the quality of Grande's services; to answer questions from customers such as troubleshooting; to ensure compliance with relevant law and contractual provisions; and for tax and accounting purposes.

In addition, Grande, as described above, in providing the Grande service to you, also has access to personally identifiable information about you or your Grande account including the name and address associated with a given IP address or email account.

Under the Cable Act, we may collect personally identifiable information over our system without your consent if it is necessary to provide services to you, or to prevent unauthorized access to services or customer data. However, if you are a Grande customer, you have consented in the Residential Agreement to the collection of such information by Grande as described above.

DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

Personally identifiable information that we maintain related to our customers will be disclosed with the prior written or electronic consent of the customer only if: (1) it is necessary to render, or conduct a legitimate business related to the services that are provided to you; (2) such disclosure is required by law or legal process as described below; or (3) for mailing lists as described below. The types of persons to whom information about you may be disclosed in the course of providing cable service to you include the employees of Grande and its related legal entities, agents, repair and installation subcontractors, sales representatives, accountants, billing and collection services and credit reporting agencies, consumer and market research firms, and authorized representatives of governmental bodies. Also upon reasonable request, personally identifiable information is disclosed to persons or entities with an equity interest in legal entities related to Grande when they have a legal right to inspect our books and records.

In addition, if you are a Grande customer, information, including personally identifiable information, may be shared within Grande in providing the Grande service. The types of persons to whom information about you may be disclosed in the course of providing the Grande service to you may include, in addition to those persons listed above, other entities who provide content and/or services to the Grande service or to you via the Grande service.

Information for billing purposes is generally provided on a monthly basis. Information for other purposes is provided, as it is needed.

Unless you object, the Cable Act also permits us to disclose personally identifiable information to others, such as advertisers and direct mail or telemarketers, for non-cable related purposes. Under the Cable Act, any disclosures for purposes other than as described in the preceding three paragraphs and in Section 3 of this notice is limited to the following "mailing list information": your name, address and the particular services to which you subscribe (e.g. HBO or other premium channels or tiers of service). Mailing list information cannot include the extent of your viewing habits or use of a particular service, including the Grande service, or the nature of any transaction you make over the cable system. We may disclose such mailing list information from time to time. In addition, such disclosures may include publicly available information we obtain from third parties that is not considered personally identifiable information.
If you wish to have us remove information about you from our mailing list information, please notify us in writing at your local Grande Customer Care Center.

DISCLOSURE OF INFORMATION TO GOVERNMENT ENTITIES AND OTHER LEGAL PROCESS

Federal law requires us to disclose personally identifiable information to a governmental entity or other third party pursuant to a court order. If the court order is sought by a governmental entity, the Cable Act requires that you be offered the opportunity to contest in court any claims made in support of the court order sought. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the subscriber records of cable companies with respect to those who owe, or are owed, welfare support. Such information may be obtained without a court order and does not require that a customer be given notice of and the opportunity to contest the disclosure.

If you are a customer to the Grande service, ECPA requires Grande to reveal information to the government in certain additional circumstances. ECPA addresses both the content of communications on the Grande service, as well as customer record information. ECPA requires Grande to disclose to governmental authorities the content of communications in response to a criminal warrant or court order without notice to you; or with your consent.

In addition, under ECPA the government may require Grande to disclose customer record information (but not the content of communications) pursuant to a warrant, court order or subpoena without any notice to you; or with your consent. If a subpoena is used, the information that governmental officials may obtain is limited to the following: name, address, telephone number or other customer number or identity, length of service as a customer, and types of services used by the customer.

If you subscribe to the Grande service, a private party may use a subpoena under the Copyright Act to obtain information about you to maintain a copyright infringement suit against the poster of online material, without any notice to you.

TIME PERIOD THAT WE RETAIN PERSONALLY IDENTIFIABLE INFORMATION

We maintain personally identifiable information about our customers for as long as it is necessary for our business purposes. This period of time lasts as long as you are a customer and up to fifteen additional years so that we can comply with tax and accounting requirements.

YOUR ONLINE COMMUNICATIONS ON THE GRANDE SERVICE

When you use the Grande system to transmit information, ECPA permits us to access such information, including the content of communication. It also permits us to disclose such information to an addressee or intended recipient (or his or her agent); to a person involved in forwarding such information to its destination; when it is necessary to provide service or to protect our rights or property; to others with the consent of the customer or an addressee or intended recipient (or his or her agent); to law enforcement if such information appears to be evidence of child pornography or was inadvertently obtained and appears to pertain to a crime; or as otherwise provided by law. In the Residential Agreement, you have agreed that Grande may monitor content on the Grande service; and may disclose any information in the possession of either to protect their respective rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

ACCESS TO RECORDS

Under the Cable Act, you have the right to inspect our records that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect our records, please notify us in writing and an appointment at our local business office will be arranged promptly during our regular business hours.

YOUR RIGHTS UNDER THE CABLE ACT

The Cable Act provides you with a cause of action for damages, attorney's fees and costs in Federal District Court should you believe that any of the limitations on the collection, disclosure, and retention of personally identifiable information have been violated by us. The Residential Agreement applicable to you may provide that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorney's fees and punitive damages will not be available.

POLICIES AND PROCEDURES

Grande is firmly committed to a policy of Equal Opportunity. No person shall be discriminated against because of race, color, religion, national origin, sex, age or handicap. Service calls and installation work will be performed on an appointment basis. Appointments are usually made in four-hour blocks during normal business hours. If you have special needs beyond these appointment options, please call us and we will do our best to accommodate you. Our technical staff will not enter your home to perform work if a responsible adult is not present. Someone 18 years of age or older must be home during the installation or service call. We have established this policy to protect you and our employees.

We will replace and/or repair malfunctioning equipment that we lease. You will be charged, however, for any visit that does not involve the repair of our equipment or which is due to misuse of our equipment. You may request that your cable service be disconnected at anytime. Your billing for services will stop on the day you request to be disconnected. To avoid further liability, all digital receivers, modems, remote controls and other Grande owned equipment must be returned to Grande at the time of disconnection.

We reserve the right to change our service equipment, prices, and fees at any time. We also reserve the right to rearrange, delete, add to or change the services provided. If we do any of these things, pursuant to federal and local requirements, we will notify you in advance of the change and inform you of its effective date.

INTERNET ACCEPTABLE USE POLICY

GRANDE COMMUNICATIONS HIGH-SPEED INTERNET SERVICE RESIDENTIAL SUBSCRIBER ACCEPTABLE USE POLICY

We post this policy on our Web site at mygrande.com. We may change this policy from time to time without notice to you by posting updated versions at this Web site or another Web site about which you have been notified. You and other users of the Service should periodically review the Acceptable Use Policy to conform to the most recent version. Revisions are effective immediately upon posting. By subscribing to Grande Communications High-Speed Internet Service, (the "Service") you agree not to use the Service for any unlawful purpose and to comply with all policies and terms of this Acceptable Use Policy. The Acceptable Use Policy, as it may be changed and updated over time, is incorporated into your Grande Communications' Residential Agreement is this the right cross reference for Grande? If you, and/or any user of your service, fail to abide by any of the terms of the Acceptable Use Policy, as updated, Grande Communications may suspend or terminate the provision of the Service to you as further detailed below in the paragraph entitled "Violation of the Acceptable Use Policy". Additionally, Grande Communications reserves the right to charge you for any direct or indirect costs we may incur in connection with your failure to abide by the Acceptable Use Policy.

MULTIPLE USERS

The Service and cable modem we provide shall be used only by you and by members of your immediate household living with you at the same address. The Subscriber Agreement binds you and all persons who use your Service. You shall have sole responsibility for ensuring that all other users understand and comply with the terms and conditions of this Acceptable Use Policy, as it may be updated or changed from time to time.

SECURITY

You are responsible for any misuse of your Service, even if the inappropriate activity was committed by a friend, family member, guest, employee, or any other person with access to the Service. Therefore, you must take steps to ensure that others do not gain unauthorized access to the Service, for instance by strictly maintaining the confidentiality of your passwords or by appropriately protecting the use

of your computer or any wireless devices you use in connection with the Service. You are solely responsible for the security of any device you choose to connect to the Service, including any data stored on that device. Grande Communications recommends against enabling file or printer sharing of any sort and recommends that any files or services you do choose to make available for remote access be protected with a strong password or as otherwise appropriate.

UNLAWFUL USE AND PROHIBITED ACTIVITIES

The use of the Service for any activity that violates any local, state, federal or international law, order or regulation is a violation of this Acceptable Use Policy. Prohibited activities include, but are not limited to the following: (i) posting or disseminating material which is unlawful (such as child pornography or obscene material); (ii) disseminating material which violates the copyright or other intellectual property rights of others; (iii) pyramid or other illegal soliciting schemes; (iv) any fraudulent activities, including impersonating any person or entity or forging anyone else's digital or manual signature; and (v) destructive activities. You assume all risks regarding the determination of whether material is in the public domain. You must use the service in a manner that is ethical and in conformance with prevailing community standards. Grande Communications shall have the sole right to determine whether your use violates this standard.

Without limiting the generality of the foregoing, prohibited uses include but are not limited to using the Service or any equipment provided to you by Grande Communications to directly or indirectly

a.) access the Internet via the Service using an IP address other than the dynamic IP address(es) assigned to you by us;
b.) invade another person's privacy, collect or attempt to collect personal information about third parties without their consent;
c.) unlawfully use, possess, store, post, transmit or disseminate obscene, profane or pornographic material; post, store, transmit, distribute or disseminate content that is unlawful, threatening, abusive, libelous, slanderous, defamatory or otherwise offensive or objectionable; unlawfully promote or incite hatred; post, transmit or disseminate objectionable information, including, without limitation, any transmissions constituting or encouraging conduct that would constitute a criminal offense, gives rise to civil liability, or otherwise violate any local, state, federal or international law, order or regulation;
d.) access any other person's computer, computer system, software, data, or any confidential, copyright protected or patent protected material of any other person, without the knowledge and consent of such person;
e.) use or distribute tools designed or used for compromising security, such as password guessing systems, "packet sniffers" encryption circumvention devices or Trojan Horse programs (Unauthorized port scanning is prohibited);
f.) upload, post, publish, deface, modify, transmit, reproduce, create derivative works of, or distribute in any way, information, software or other material that is protected by copyright, or other proprietary right, or related derivative works, without obtaining permission of the copyright owner or copyright holder;
g.) copy, distribute or sublicense any software we provide or make available to you, except that you may make one copy of each software program for back-up or archival purposes only;
h.) alter, modify or tamper with any cable modem that we provide or other feature of the Service;
i.) restrict, inhibit or otherwise interfere with the ability of any other person to use or enjoy the Internet, any cable modem or other feature of the Service, including, without limitation: posting or transmitting any information or software that contains a virus, lock, key, bomb, worm, Trojan horse or other harmful or debilitating feature; distributing mass or unsolicited e-mail; or otherwise generating levels of traffic sufficient to impede others' ability to send or retrieve information;
j.) restrict, inhibit or otherwise interfere with or otherwise disrupt or cause a performance degradation, regardless of intent or knowledge, to the Service, any backbone network nodes or network service used by Grande Communications or its suppliers; otherwise restrict, inhibit, disrupt, or impede our ability to monitor or deliver any feature of the Service; or create an unusually large burden on ournetwork;
k.) interfere with computer networking or telecommunications service to or from any Internet user, host or network, including but not limited to denial of service attacks, overloading a service, improper seizure or abuse of operator privileges ("hacking") or attempting to "crash" a host;
l.) resell the Service, in whole or in part, charge others for the use of the service, or make available to anyone outside your premises the ability to use the Service (including wireless or other methods of networking) or to use it for anything other than your own personal purposes. Without limiting the foregoing, you agree that you will not use the Service for operation as an Internet service provider, a server site for ftp, telnet, rlogin, e-mail hosting, web hosting or other similar applications and you will not provide any Internet access or any other feature of the Service to any third party, will not act as an end-point on a non Grande Communications local or wide area network, and will not use the Service for any commercial or business purpose whatsoever;
m.) operate a server in connection with the Service including but not limited to mail, news, file, gopher, telnet, chat, Web, or host configuration servers, multimedia streamers, or multi-user inter active forums or run programs, equipment or servers from your premises to which the Service is provided thatprovide network content to anyone outside of those premises, commonly known as public services or servers;
n.) port scan any computer or any other person, without the knowledge and consent of such person, nor use any tools designed to facilitate such scans; or
o.) transmit unsolicited bulk or commercial messages, or "spam."

INAPPROPRIATE CONTENT AND TRANSMISSIONS

Grande Communications reserves the right, but not the obligation, to refuse to transmit or post and to remove or block any information or materials, in whole or in part, that it, in its sole discretion, deems to be offensive, indecent, or otherwise inappropriate, and regardless of whether this material or its dissemination is unlawful. Neither Grande Communications nor any of its suppliers have any obligation to monitor transmissions or postings (including, but not limited to, e-mail, newsgroup, and instant message transmissions) made on the Service. However, Grande Communications and its suppliers have the right to monitor these transmissions and postings from time to time for violations of this Policy and to disclose, block, or remove them in accordance with the Subscriber Agreement and any other applicable agreements and policies.

ELECTRONIC MAIL

The Service may not be used to send unsolicited bulk or commercial messages and may not be used to collect responses from unsolicited e-mail sent from accounts on other Internet hosts or e-mail services that violate this Policy or the acceptable use policy of any other Internet service provider. Moreover, unsolicited e-mail may not direct the recipient to any Web site or other resource that uses the Service. Activities that have the effect of facilitating unsolicited commercial e-mail or unsolicited bulk e-mail, whether or not the e-mail is commercial in nature, are prohibited. Forging, altering, or removing electronic mail headers is prohibited. You may not reference Grande Communications or the Grande Communications network (e.g. by including "Organization: " in the header or by listing an IP address that belongs to the network) in any unsolicited e-mail even if that e-mail is not sent through the Grande Communications network or Service.

Grande Communications is not responsible for forwarding e-mail sent to any account that has been suspended or terminated. This e-mail will be returned to the sender, ignored, deleted, or stored temporarily at Grande Communications' sole discretion. In the event that Grande Communications believes in its sole discretion that any subscriber name, account name, or e-mail address (collectively, an "identifier") on the Service may be used for, or is being used for, any misleading, fraudulent, or other improper or illegal purpose, Grande Communications (i) reserves the right to block access to and prevent the use of any such identifier and (ii) may at any time require any customer to change his or her identifier. In addition, Grande Communications may at any time reserve any identifiers on the Service for its own purposes.

Grande Communications offers e-mail storage up to 200MB which is subject to the terms of the Subscriber Agreement and this AUP. In addition to any other remedy stated herein, Grande Communications reserves the right to limit the size of any individual email message or attachment, if in our sole discretion, it is considered excessive.

NEWSGROUPS

Messages posted to newsgroups must comply with the written charters or FAQ's for those newsgroups as well as any other terms and conditions applicable to any particular newsgroups or provider of newsgroups. Advertisements, solicitations, or other commercial messages should be posted only in those newsgroups whose charters or FAQ's explicitly permit them. You are responsible for determining the policies of a given newsgroup before posting to it. . Grande Communications reserves the right to discontinue access to any newsgroup at any time for any reason.

INSTANT MESSAGES

Users alone are responsible for the contents of their instant messages and the consequences of any instant messages. Grande Communications assumes no responsibility for the timeliness, delivery or mis-delivery, deletion or failure to store instant messages.

NETWORK, BANDWIDTH, DATA STORAGE AND OTHER LIMITATIONS

You must comply with all current bandwidth, data storage, and other limitations on the Service established by Grande Communications and its suppliers. In addition, you may only access and use the Service with a dynamic Internet Protocol ("IP") address that adheres to the dynamic host configuration protocol ("DHCP"). You may not access or use the Service with a static IP address or using any protocol other than DHCP. You may not use the service in a manner that creates routing patterns that are inconsistent with the effective use of a shared network, as determined by Grande Communications in its sole discretion.

In addition, you must ensure that your activities (including, but not limited to, use made by you or others of any Personal Web Features) do not improperly restrict, inhibit, disrupt, degrade, or impede Grande Communications' ability to deliver the Service and monitor the Service, backbone, network nodes, and/or network services. Violation of this policy may result in termination of your service as more specifically described in the High Speed Internet user Agreement.

COPYRIGHT INFRINGEMENT

Grande Communications requires all customers and users of the Service to comply with U.S. copyright and related laws. Accordingly, you may not store any material or content on, or disseminate any material or content over, the Service (or any part of the Service) in any manner that constitutes an infringement of third party intellectual property rights, including rights granted by U.S. copyright law. Owners of copyrighted works who believe that their rights under U.S. copyright law have been infringed may take advantage of certain provisions of the Digital Millennium Copyright Act of 1998 (the "DMCA") to report alleged infringements. Grande Communications may terminate the Service provided to any customer or user who is either found to infringe third party copyright or other intellectual property rights, including repeat infringers, or who Grande Communications believes in its sole discretion is infringing these rights. Grande Communications may terminate the Service at any time with or without notice for any affected customer or user.

Copyright owners may report alleged infringements of their works that are stored on the Service or a customer's or user's Web features by sending Grande Communications' authorized agent a notification of claimed infringement that satisfies the requirements of the DMCA. Upon Grande Communications' receipt of a satisfactory notice of claimed infringement for these works, Grande Communications will respond expeditiously to either directly or indirectly (i) remove the allegedly infringing work(s) stored on the Service or the Personal Web Features or (ii) disable access to the work(s). Grande Communications will also notify the affected customer or user of the Service of the removal or disabling of access to the work(s). If the affected customer or user believes in good faith that the allegedly infringing works have been removed or blocked by mistake or misidentification, then that person may send a counter notification to Grande Communications. Upon Grande Communications' receipt of a counter notification that satisfies the requirements of DMCA, Grande Communications will provide a copy of the counter notification to the person who sent the original notification of claimed infringement and will follow the DMCA's procedures with respect to a received counter notification. In all events, you expressly agree that Grande Communications will not be a party to any disputes or lawsuits regarding alleged copyright infringement.

Copyright owners may send Grande Communications a notification of claimed infringement by mail to report alleged infringements of their works to this address:

Jeff Kramp
Grande Communications
401 Carlson Circle
San Marcos, TX
(609) 681-2290
jkramp@patmedia.us

Copyright owners may view and print a notification of claimed infringement from our website at www.mygrande.com/pdf/Notification_of_Claimed_Infringement.pdf. Complete the form and return it to Grande Communications. Grande Communications does not require that you use this form, and copyright owners may use their own notification of claimed infringement form that satisfies the requirements of Section 512(c)(3) of the U.S. Copyright Act. Under the DMCA anyone who knowingly makes misrepresentations regarding alleged copyright infringement may be liable to Grande Communications, the alleged infringer, and the affected copyright owner for any damages incurred in connection with the removal, blocking, or replacement of allegedly infringing material.

If a notification of claimed infringement has been filed against you, you can file a counter notification with Grande Communications' designated agent using the contact information shown above. All counter notifications must satisfy the requirements of Section 512(g)(3) of the U.S. Copyright Act.

VIOLATION OF ACCEPTABLE USE POLICY

Grande Communications does not routinely monitor the activity of Service accounts for violation of this Acceptable Use Policy. However, in our efforts to promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our Service. Although Grande Communications has no obligation to monitor the Service and/or the network, Grande Communications and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions, and content from time to time to operate the Service; to identify violations of this Policy; and/or to protect the network, the Service and Grande Communications users.

Grande Communications prefers to advise customers of inappropriate behavior and any necessary corrective action. However, if the Service is used in a way that Grande Communications or its suppliers, in their sole discretion, believe violate this Acceptable Use Policy, Grande Communications or its suppliers may take any responsive actions they deem appropriate. These actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the Service. Neither Grande Communications nor its affiliates, suppliers or agents, will have any liability for any these responsive actions. The above described actions are not Grande Communications' exclusive remedies and Grande Communications may take any other legal or technical action it deems appropriate.

Grande Communications reserves the right to investigate suspected violations of this Acceptable Use Policy, including the gathering of information from the subscribers or users involved and the complaining party, if any, and examination of material on Grande Communications' servers and network and those of our suppliers used in delivering service. During an investigation, Grande Communications may suspend the account or accounts involved and/or remove or block material that potentially violates this Acceptable Use Policy. You hereby authorize Grande Communications and its suppliers to cooperate with (i) law enforcement authorities in the investigation of suspected legal violations and (ii) and system administrators at other Internet service providers or other network or computing facilities in order to enforce this Acceptable Use Policy. This cooperation may include Grande Communications providing information about you to law enforcement or system administrators, including, but not limited to, username, subscriber name, IP address, and other account information. Upon termination of your account, Grande Communications is authorized to delete any files, programs, data, and e-mail messages associated with your account.

The failure of Grande Communications or its suppliers to enforce this Acceptable Use Policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

PHONE SERVICE TERMS AND CONDITIONS

CONTRACT FOR SERVICE

Grande Communications® provides telecommunications services, including local exchange telephone service, on a month-to-month basis according to residential or small business subscriber agreements (Contract). Once service is installed, you may terminate the Contract by giving Grande no less than 24 hours notice provided by telephone or non-electronic written submission. No fee will be imposed on you for such early termination of the Contract. For the purpose of computing charges, a month is considered to have 30 days. For a description of subscribed services and all applicable rates as they will appear on the bill, please refer to the Contract that summarizes the specific services you have requested. The terms and conditions of all Contracts are subject to the regulations in Grande's Local Exchange Tariff (Tariff) for the particular exchange for which service is to be furnished. The Tariff is on file with the Public Utility Commission of Texas (Commission) and may be viewed on Grande's website at www.mygrande.com. Failure to make payment for charges for telecommunications services incurred under the Contract and Tariff will result in disconnection of service following notification. Failure on your part to observe contractual and tariff regulations may give Grande the right to cancel the Contract and discontinue the furnishing of service without notice. The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law. Customer abandonment of equipment or service is regarded as a voluntary termination of the Contract.

AVAILABILITY OF FACILITIES

Grande will use reasonable efforts to make services available to you on or before a particular date, but does not guarantee availability by any such date and will not be liable for any delays in commencing service to any customer. Grande reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, when necessary because of lack of facilities, or due to some other cause beyond the company's control. The furnishing of telecommunications services is subject to the availability on a continuing basis of all the necessary rights and facilities and is limited to the capacity of Grande's facilities as well as facilities Grande may obtain from other carriers to furnish service from time to time as required at its sole discretion.

SPECIAL CONSTRUCTION

Subject to Grande's agreement, special construction of facilities may be undertaken on a reasonable basis at your request. Special construction is construction undertaken: (1) where facilities are not presently available, and where there is no other requirement for the facilities so constructed; (2) of a type other than that which the company would normally utilize in the furnishing of services; (3) over a route other than that which the company would normally utilize in the furnishing of services; (4) in a quantity greater than that which the company would normally construct; (5) on an expedited basis; (6) on a temporary basis until permanent facilities are available; (7) involving abnormal costs; or (8) in advance of normal construction. Grande will contact you within 10 business days of receipt of your request for service and give you an estimated completion date and an estimated cost for all charges to be incurred and an explanation of any construction cost options.

DIGITAL PHONE EQUIPMENT

You must use the Grande EMTA Equipment to access the digital phone service. The Grande EMTA Equipment shall, at all times, remain the property of Grande or its designee. You agree to return the Grande EMTA Equipment to Grande if your service is terminated or cancelled by either you or Grande. You agree not to sell, transfer, lease, encumber or assign all or any part of the Grande EMTA Equipment to any third party. You agree to pay Grande up to $275.00, depending on the model of your equipment, if any Grande EMTA Equipment or part thereof is lost, stolen, unreturned, damaged (excluding normal wear and tear), sold, transferred, leased encumbered, assigned or if for any other reason you fail to return the Grande EMTA Equipment at the end of your service. You further agreement not to tamper with the Grande EMTA Equipment or change its identifier or electronic serial number or address. You acknowledge that the Grande EMTA Equipment is merely a means for Grande to provide you digital phone service and that Grande may remove or change it at Grande's discretion. You agree not to use the Grande EMTA Equipment for any purpose other than to use the service in accordance with this Agreement.

You will not relocate the Grande EMTA Equipment. At your request, we may relocate the Grande EMTA Equipment within the Premises for an additional charge, at a time agreeable to you and to us. If you change service location, you must contact Grande for information on whether the Grande EMTA Equipment and services can be transferred to your new location and what the relocation will cost. If you wish to disconnect the services, you must contact Grande for information on the necessary procedures. If you violate this Agreement by moving the Grande EMTA Equipment from the physical location where it was originally installed, emergency 911/E911 communications may be misdirected to an incorrect emergency services responder or the emergency responder may be directed to the wrong address (see Emergency 911 and E911 Section, below).

The service does not have its own power source and will not work unless the Grande EMTA Equipment is connected to an independent power supply (e.g. active wall socket) provided by Customer. The Grande EMTA Equipment does have an installed backup battery to supply power for digital phone service in the event of a power outage at the Customer's Premises for a limited period of time not to exceed eight (8) hours of stand-by time or four (4) hours of talk time. If service is also being used with Grande's High-Speed Internet ("HSI") service, continued use of the HSI service during a power outage will decrease the battery backup life. Additionally, any battery included

in Grande EMTA Equipment may enable backup service for a limited period of time or not at all, depending on the circumstances, and that inclusion of the battery does not ensure that the service will be available in all circumstances. Under certain circumstances, including if the electrical power and/or cable network or facilities of the Company are not operating, the service, including the ability to access emergency 911, alarm and security services, and medical monitoring services, will not be available. The Company will not be responsible for any losses or damages arising as a result of the unavailability of the service.

EMERGENCY 911 AND E911 SERVICES

Grande's phone service provides 911 or E911 emergency calling access to police, fire and medical services. With E911 service, when you dial 911, your telephone number and registered address is simultaneously sent to the local emergency center assigned to your location, and emergency operators have access to the information they need to send help and call you back if necessary. Customers in locations where the emergency center is not properly equipped to receive your telephone number and address have basic 911. With basic 911, the local emergency operator answering the call will not have your call back number or your location, so you must be prepared to give them this information. Until you give the operator your phone number, they may not be able to call you back or dispatch help if the call is not completed, dropped or disconnected.
If Customer has call forwarding, do not disturb, or other features programmed and in use at the time Customer dials a 911 call and Customer's 911 call is interrupted, the emergency dispatcher may not be able to call Customer back at the phone from which Customer dialed the call. Existing emergency response systems are not always technically capable of receiving and/or passing routing information properly. Accordingly, emergency personnel may not be able to identify your phone number in order to call you back if your call is not completed, dropped or disconnected, or if you are unable to speak to tell the emergency dispatcher or operator your phone number and/or if the service is not operational for any reason.

Additional 911/E911 information for Grande digital phone service Customers: If you do not provide the correct address when you register for the services or if you relocate your Grande EMTA Equipment to a new address and do not register the new address with Grande, 911/E911 may fail in two ways: (i) 911/E911 calls may be misdirected to the wrong emergency authorities, and (ii) emergency authorities will be given the wrong address for the origin of your E911 calls. Do not relocate the Grande EMTA Equipment for any reason without contacting Grande Communications and following the procedures outlined in the section describing Grande EMTA Equipment.

During service outage, service suspension, power failure or disruption, 911/E911 will not function in the event of a power failure that extends beyond exhaustion of the Grande EMTA Equipment battery or other disruption in service, such as termination or suspension of your account or service by Grande for nonpayment or your breach of the Agreement.

ADVANCE PAYMENTS

When applying for service, you will be required to make advance payment of recurring and non-recurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by Grande. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application. Service may be denied or discontinued for failure to furnish advance payment.
CANCELLATION OF SERVICE BY CUSTOMER
If you cancel service for any reason other than service interruption, you are obligated to pay the unpaid balance of charges owed to Grande. Such charges will become due and owing as of the effective date of the cancellation.

NUMBER PORTABILITY

At your request, Grande will "port," or transfer, your current telephone number upon transferring service from another carrier in the same service area. You must have the previous carrier's balance paid in full in order to port your number. It is not necessary to change telephone numbers when transferring service, unless you request a new telephone number.

CUSTOMER PAYMENT OF BILL

You are responsible for payment of all charges for services furnished by Grande that appear on your monthly bill, including charges for telecommunications services originated and/or charges accepted at your telephone. Bills for local exchange service will normally be rendered monthly, will show the period of time covered by the billings, the bill due date, and a clear listing of all charges due and payable. Recurring charges will be billed monthly, in advance of the month in which service is provided, except for usage sensitive charges, which will be billed monthly for the preceding billing period. Bills are due by the close of business on the payment due date printed on your bill. If the due date shown on the bill falls on a holiday or weekend, the due date is extended to the next business day. Grande will impose a late payment fee to any payment that is not received by the due date on the bill.

ADMINISTRATIVE FEES

Grande reserves the right to impose on its customer's reasonable administrative fees in order to safeguard interests in providing service to the general public, and as a result of failure to make prompt payment on bills by customers.

DEPOSITS

Grande will not request a deposit from residential or small business customers subscribing to basic local exchange service. Grande may request a deposit for all other services provided by the company when serving a customer with low creditworthiness or bad payment history. The deposit will be based on two months estimated usage of the subscribed service, such as long-distance service.

LATE PAYMENT FEE

If the whole or a portion of your payment is received after the payment due date, Grande will impose a late payment fee of $5.00.

RETURNED CHECK CHARGE

You will be assessed a charge of $25.00 for each check, bank draft, or electronic funds transfer which a financial institution refuses to honor.

COLLECTION FEES

In the event Grande incurs fees or expenses, including attorney's fees due to the collection of delinquent debt, you may be liable to Grande for the payment of all such fees and expenses that are reasonably incurred.

REGULATORY FEES AND TAXES

You are responsible for the payment of line items on your bill associated with regulatory and non-regulatory assessments and surcharges, franchise fees, privilege and license fees, and local, state and federal taxes assessed upon Grande by governmental jurisdictions, all of which are separately designated on your bill. Any taxes imposed by a local jurisdiction (i.e., county and municipality) are recovered only from those customers residing in the affected jurisdictions.

MUNICIPAL FRANCHISE FEE

Residential, non-residential and point-to-point access lines provided to customers according to the Contract and Tariff are subject to a monthly municipal franchise fee as established by the Commission for the city in which the end user of the access lines is located. The Commission has approved a monthly recurring fee for each municipality in the state. The fees are subject to annual review based on growth of access lines in each municipality. Municipal franchise fees are assessed in order to compensate municipalities for the use of public rights of way necessary to deliver telecommunications services to customers. The fee is assessed as a per-line-charge on the customer bill.

TEXAS UNIVERSAL SERVICE FUND (TUSF) FEE

Charges for local exchange services provided to customers according to the Contract and Tariff are subject to an annual TUSF contribution. The Commission establishes an annual contribution factor that is assessed on all providers of telecommunications services based on taxable receipts. The TUSF supports affordable local telephone service to high-cost rural customers, funds the Relay Texas and Specialized Telecommunications Assistance programs for the hearing-disabled, and funds telecommunications services discounts to low-income customers (Tel-Assistance and Lifeline). Consistent with Commission regulations, Grande recovers this contribution through the TUSF fee on customer bills. Eligible tax exempt entities are entitled to a waiver of the TUSF fee.

FEDERAL UNIVERSAL SERVICE FUND (FUSF) FEE

FUSF is a federal fee for a fund that helps bring affordable basic phone service to all Americans, including schools, libraries and rural health care providers. All telecommunication companies, including long distance, local, wireless and pay phone providers, add this charge to cover their required support for the fund. The fee is set by the FCC.

SUBSCRIBER LINE CHARGE (SLC) FEE

Carriers that provide local exchange service impose the SLC fee to recover a portion of the cost associated with the carriers' local plant or equipment utilized when customers make long-distance calls. The monthly SLC fee is capped by the FCC and is a part of Grande's cost of providing service.

9-1-1 EMERGENCY SERVICE FEE

This fee funds the provision of 9-1-1 emergency telecommunications services, and also may be appropriated to fund emergency medical services and trauma care. The Texas Commission on State Emergency Communications sets this fee based on the cost of providing 9-1-1 service in regions where local authorities have not exercised jurisdiction. In regions where local authorities have exercised jurisdiction, municipalities or regional counsels of governments set the fees. The fee is assessed by Grande on a monthly basis. Eligible tax exempt entities are entitled to a waiver of the 9-1-1 fee.

GROSS RECEIPTS ASSESSMENT FEE

State law requires all providers of telecommunications to the ultimate consumer to contribute one-sixth of one percent of gross receipts to the State's General Revenue Fund. The annual contribution is made to the Texas Comptroller of Public Accounts. Revenues generated from this fee are used to appropriate funds to the Commission and the Office of Public Utility Counsel. Amounts generated, but not appropriated to those agencies, remain in the General Revenue Fund. Grande recovers its contribution through a monthly customer assessment.

FEDERAL EXCISE TAX

The federal excise tax was originally initiated as a luxury tax to pay for the Spanish-American War in 1898, and according to federal law, is levied on the provision of telecommunications service. Today, all proceeds from the tax go directly to the U.S. General Revenue Fund. Grande collects the federal excise tax on a monthly basis and passes the proceeds to the federal government. Eligible tax exempt entities are entitled to a waiver of the federal excise tax.

STATE SALES TAX AND LOCAL SALES AND USE TAXES

According to state law, state and local taxes are levied on tangible personal property and taxable services, including amusement services, cable television services, personal services, repair and remodeling services, aircraft services, telecommunications services, real property services, and data processing services. These taxes are considered a part of the total sales price of the telecommunications services provided by Grande. State sales taxes, and local sales and use taxes are collected by Grande on a monthly basis and the proceeds are passed on to the appropriate state or local governmental entity. Eligible tax exempt entities are entitled to a waiver of state sales taxes, and local sales and use taxes.

METROPOLITAN TRANSIT AUTHORITY (MTA) TAX

According to state law, some local authorities are permitted to levy the MTA tax on the provisions of telecommunications service to defray the cost of public transportation. Grande will assess the MTA tax on a monthly basis only to the customers subject to the jurisdiction of local authorities that levy the MTA tax on telecommunications services. Eligible tax exempt entities are entitled to a waiver of the MTA tax.

SLAMMING AND CRAMMING NOTICE

SELECTING A TELEPHONE COMPANY

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as "slamming." If you are slammed, Texas law requires the telephone company that slammed you to do the following: (1) pay all charges associated with returning you to your original telephone company within 5 business days of your request; (2) provide all billing records to your original telephone company within 10 business days of your request; (3) pay your original telephone company the amount you would have paid if you had not been slammed; and (4) refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount that exceeds what you would have paid your original telephone company for charges after the first 30 days following the slam.
If you return to your original telephone company, the slamming carrier is required to provide you with all the benefits, such as frequent flier miles, you would have normally received for your telephone use during the period in which you were slammed.
If you have been slammed, you can immediately change your service. You can prevent slamming by contacting Grande Customer Care and requesting a "preferred telephone company freeze" from Grande. With a freeze in place, you must give formal consent to "lift" the freeze before your phone service can be changed. A freeze may apply to local toll service, long-distance service, or both. The Commission can provide you with more information concerning freezes and your rights as a customer.

UNAUTHORIZED CHARGES ON YOUR TELEPHONE BILL

Placing charges on your telephone bill for products or services without your authorization is known as "cramming" and is prohibited by law. Grande does not provide billing services for other companies, however, if another company's charges appear on your Grande telephone bill, you should contact Grande and request corrective action. In cases where a telephone company provides billing services for other companies, the Commission requires the billing telephone company to do the following within 45 days after it learns of the unauthorized charge: (1) notify the service provider to cease charging you for the unauthorized product or services; (2) remove any unauthorized charge from your bill; (3) refund or credit all money to you that you have paid for unauthorized charges; and (4) on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

If you have been the victim of slamming or cramming and the company fails to resolve your request, or if you would like to file a complaint, please contact the Commission (see contact information below). Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges. You may have additional rights under state and federal law. Please contact the FCC, the Attorney General of Texas, or the Commission if you would like further information about possible additional rights.

CUSTOMER RIGHTS INFORMATION

SERVICE RELATED POLICY DISCLOSURES

NO DISCRIMINATION POLICY

Grande provides telecommunications services, including local exchange service, to customers within its service area without discriminating on the basis of customer's race, color, sex, nationality, religion, martial status, income level, source of income, or geographic location. The provision of service, however, is subject to the availability of facilities within Grande's service area.

NO DEPOSIT FOR LOCAL SERVICE

Grande does not assess a deposit on any customer subscribing to local exchange service, and therefore credit verification is not relevant in such a case. However, if the applicant requests local exchange service, in addition to other services, Grande will require the applicant to establish and maintain satisfactory credit as a condition of providing service, and may request a deposit for such other services when serving a customer with low creditworthiness or bad payment history. To the extent Grande requires a deposit for the provision of telecommunications services, the creditworthiness of a former spouse established during the last 12 months of shared service will be equally applied to both spouses for 12 months immediately following a divorce.

LATE PAYMENT FEE

If the whole or a portion of your payment is received after the payment due date, or funds are received which are not immediately available, a late payment administrative fee will be due. Grande will charge a one-time administrative fee of $5.00 for late payment for each occurrence. Late payment administrative fees do not apply to the disputed portion of unpaid balances, if resolved in your favor. The disputed portion of unpaid balances, if resolved in Grande's favor, may be subject to the late payment fee as of the original due date noted on your bill. Grande will not assess a fee, penalty, interest, or other charge for late payment of a bill for telecommunications service provided to the state of Texas, including any agency in any branch of state government.

REFUSAL OF SERVICE BY GRANDE

Grande may decline to serve an applicant until such applicant has complied with all federal, state and municipal regulations, and contractual requirements, and for the following reasons: (1) if the applicant's facilities or equipment are inadequate or known to be hazardous, or of such character that satisfactory service cannot be provided; (2) for refusal of the applicant to furnish information or the provision of false information regarding the applicant's past or present use of communications services; (3) for applicant's refusal to provide security or advance payment; and (4) for refusal to pay a delinquent account.

DISCONTINUANCE OF SERVICE BY GRANDE WITH NOTICE

Upon 10 days written notice, Grande may discontinue service, or impose usage and service restrictions, for the following reasons: (1) for non-payment of a delinquent account, except that residential basic local exchange service will only be disconnected for failure to pay basic local exchange service charges due; (2) for use of service in a manner which interferes with the service of others or the operation of nonstandard equipment or unauthorized attachments; (3) for use of the services for an unlawful purpose or in an abusive manner, including calls, anonymous or otherwise, made in a manner reasonably expected to frighten, abuse, torment or harass another; (4) for failure to make advance payment for service where applicable; (5) for use of service in any manner that impedes the company's ability to continue to provide service; and (6) for violation of any of the other material terms or conditions of the Contract or Tariff. Regarding basic local exchange service, Grande may disconnect service if a customer continues to incur long-distance charges following company-implemented toll blocking due to non-payment. If toll blocking is initiated, notice will be provided to the customer within 24 hours of its initiation.

The disconnection notice issued by Grande will be a separate mailing or door hanger written in both English and Spanish and will include the date of disconnection that is not less than 10 days after the notice is issued and will indicate the entire amount owed to maintain basic local service.

DISCONTINUANCE OF SERVICE BY GRANDE WITHOUT NOTICE

Grande may disconnect service without notice for the following reasons: (1) where the customer connects or reconnects basic local exchange service without the company's authority, or uses or attempts to use the company's service with the intent to avoid payment; and (2) where there is tampering with the company's equipment, evidence of fraud, or other acts to defraud the company.

RESTORATION OF SERVICE

If Grande restores service after having been disconnected, but before completion of a company service order to terminate service, the customer may be required to pay a reconnection charge.

When Grande has disconnected a customer's service and the service is terminated through the completion of a company service order, service will be re-established only upon application for new service. Local exchange service initiated after disconnection for non-payment will be subject to the standard non-recurring charges applicable to new service installations. Service that has been re-established may require the assignment of a new telephone number.

Basic local exchange service will be re-established upon receipt of all charges due for basic local exchange service, any charges due for long-distance service incurred following initiation of toll blocking, and any applicable service reconnect fee. If the customer has a history of payments returned for insufficient funds, Grande may require payment by cash, money order or certified check. If such payment is made by personal check, restoration of service will be effected upon bank clearance of the check.

BILLING DISPUTES AND ADJUSTMENTS

You can contact Grande concerning any billing question or dispute by calling toll free at 877-647-2633. In the event of a billing dispute regarding local exchange service, Grande will forthwith investigate the complaint and report the results to you. Any amount determined by Grande to be correctly charged will become immediately due and owing and may be subject to a late payment fee. If the disputed amount is resolved in your favor, your account will be credited the disputed amount and no late payment fees will apply. If charges for service are found to be higher than the rates in the Contract or Tar-

iff, a billing adjustment will be made. If you are due a refund, an adjustment will be made for the entire period of overcharge. If the adjustment is made within three billing cycles of the initial bill in error, interest will not be paid on the overcharge. If charges for service are found to be lower than authorized by the Contract or Tariff, or if Grande failed to bill for services, you may be backbilled for the amount that was underbilled for no more than six months from the date the initial error was discovered, unless underbilling is a result of theft of service. If the underbilling is $50 or more, Grande will offer you a payment plan option for the length of time as that of the underbilling, unless the underbilling is due to theft of service. In the event the billing dispute is not resolved, Grande will inform you of your right to file a complaint with the Commission.

When a customer contacts Grande and indicates inability to pay a bill or need of assistance with payment, Grande will provide information regarding alternative payment options and payment assistance programs available to the customer. Any partial payments will be allocated first to basic local exchange service charges.

CUSTOMER COMPLAINTS

Upon notice of a customer complaint; received either in person, by letter, fax, email or telephone; Grande will promptly make a suitable investigation and advise the customer of the results thereof within 21 days of receipt of the complaint. If the customer is not satisfied with Grande's initial response, the customer may request supervisory review. A Grande Supervisor will respond within 10 days of receipt of the request for review. The customer may request Grande's response in writing. Grande will keep a record of all complaints. If the customer is dissatisfied with the supervisory review, he/she may file a complaint with the Commission under its informal complaint resolution process. Consumer complaints may be filed with the Commission at the address found on the Contact Information Section.

NOTICE TO THE DISABLED

Grande will accommodate requests from customers with physical disabilities, such as blindness or deafness that may not be able to read this notice on customer rights.

TELEPHONE SOLICITATION NOTICE

The Commission requires local exchange companies to provide customers the following notice regarding
telephone solicitation:

Texas law provides certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must: (1) identify himself or herself by name; (2) identify the business on whose behalf he or she is calling; (3) identify the purpose of the call; and (4) identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9:00 a.m. or after 9:00 p.m. on a weekday or Saturday or before noon or after 9:00 p.m. on Sunday.

If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions: The requirements above do not apply to telephone solicitations made at your request, or solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase consumer goods or a service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code §501(c)(3)), the seller must: (1) offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or service); or (2) provide you with a written contract fully describing the goods or services being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

Complaints: The Attorney General of Texas investigates complaints relating to a violation of this law, which is found at the Business and Commerce Code Chapter 37. If you have a complaint about a telephone solicitor whom you believe has violated this law, contact: Consumer Protection Division, Office of the Attorney General of Texas, P.O. Box 12548, Austin, Texas 78711, (512) 463-2070.

Another law, found at Public Utility Regulatory Act §55.151 and §55.152, requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again. Complaints relating to a violation of this law are investigated by the Public Utility Commission of Texas. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact: Office of Customer Protection, Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or 1-888-782-8477. Hearing- and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

TEXAS NO-CALL LIST NOTICE

Texas law has established a state sponsored no-call list administered by the Commission that became effective January 1, 2002. As a residential customer, you may add your name, address and non-business telephone number to the no-call list in order to limit the number of telemarketing calls received at your residence. By registering in the no-call list, you can expect to stop receiving telemarketing calls with certain exceptions (listed below). A fee of $2.25 will apply to register each telephone number for a period of three years from the date your number is first published on the list. Registration of a telephone number on the no-call list can be accomplished via the United States Postal Service, Internet, or telephone. The registration fee can be paid by credit card when registering online or by telephone. When registering by mail, the fee must be paid by credit card, check, or money order. No registration fee is applied when you register via the internet at www.texasnocall.com.

The prohibition against telemarketing calls does not apply to a telephone call made: (1) by a person registered on the no-call list in response to direct mail solicitations that clearly, conspicuously, and truthfully make all disclosures required by state and federal laws; (2) in connection with an established business relationship; (3) in connection with an established business relationship that has been terminated, if the call was made before the later of (i) the date of publication of the first no-call list on which the customer's name appeared, or (ii) one year after the date the business relationship terminated; (4) between a telemarketer and a business; (5) to collect a debt; (6) by a state licensee if (i) the call is not made by automatic dialing equipment, (ii) the solicited transaction is not completed until a face-to-face sales presentation is made and there is no obligation to pay until after the presentation, and (iii) the consumer has not previously informed the telemarketer not to call; and (7) by a person who is not a telemarketer.

You can register a residential phone number on the no-call list in three ways: (1) online at http://www.texasnocall.com – the site is available 24 hours a day, 7 days a week; (2) call toll-free 1-866-TXNOCAL (1-866-896-6225) to obtain an application or to register; or (3) send a written request for an application to: Texas No Call, P.O. Box 313, E. Walpole, MA 02032. For more information on the no-call list, you may contact the Commission.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) NOTICE

DESCRIPTION OF CPNI

CPNI is information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed by a customer. It is information made available to Grande by virtue of the customer-carrier relationship. CPNI does not include public directory listing information of subscribers.

COLLECTION AND USE OF CPNI

In order for Grande to provide service to you and operate efficiently, we collect the following types of information about you that may constitute CPNI: your name, home and work address, telephone numbers, social security number, and credit information. Depending on the services to which you subscribe, our records may also include information on billing, payment, security deposits, maintenance and repairs, and the service options you have selected. Grande may also keep records of research concerning subscriber satisfaction with the service, which are obtained from subscriber interviews and questionnaires. Additionally, Grande may have a record of whether you rent or own your home in the event that landlord permission is required prior to installing our facilities. Grande also maintains subscriber correspondence (via email or otherwise). Under state and federal regulations, you have the right, and Grande has the duty, to protect your CPNI.

CPNI will be used by Grande to make sure you are billed properly for your services, to send you pertinent information about Grande's services, to improve quality of service, to answer questions that may involve troubleshooting, to ensure compliance with relevant contractual and legal obligations, and for tax and accounting purposes. More generally, applicable regulations allow Grande to use, disclose, or permit access to CPNI for the following purposes without customer approval: (1) to provide or market service offerings, or alternate versions of existing service, which may include additional or related offerings, within the category of service (i.e., local, interexchange) to which the customer already subscribes; (2) to provide optional extended area calling plans; (3) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features; (4) to provide inside wiring installation, maintenance, or repair services; (5) to initiate, render, bill for, or collect for customer-authorized telecommunications services; (6) to protect the rights or property of Grande; (7) to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; or (8) to market services other than those to which a customer already subscribes, or alternate versions of existing service, which may include additional or related offerings, if such customer contacts Grande to inquire about such service offerings.

CUSTOMER RIGHT TO RESTRICT CPNI

Under state and federal regulations, you have the right to affirmatively restrict Grande from using your CPNI for the purposes identified in items (1) to (3) described in the preceding paragraph. However, you cannot prohibit Grande from using CPNI for the purposes identified in items (4) to (8). In order to restrict Grande's use of your CPNI, you must send a notice to Grande in writing (See contact information section). Grande will not assess a fee for any election to restrict the use of customer CPNI.

CUSTOMER REQUIRED APPROVAL

Grande may not use, disclose, or permit access to customer CPNI without approval in order to market customer service offerings that are within a category of service other than that to which the customer already subscribes. Grande may obtain such approval through written, oral, or electronic method, and such approval may enhance Grande's ability to offer products and services tailored to the customer's needs. Customer denial of approval will not affect the provision of any telecommunications services to which the customer subscribes. Any approval or denial of approval will be valid until the customer affirmatively revokes or limits such approval or denial. In addition, through an affirmative written request, a customer may direct Grande to disclose CPNI to a specific person or for a specific purpose. In this notice, Grande is not requesting your approval for use of CPNI for any purpose.

SECURITY CODE

Due to Federal Regulation, Grande Communications is required to obtain accurate identification from the Grande account holder before making any adjustments to an account. To do so, Grande has assigned a Security Code to every customer's account. This Security Code will be required every time the customer calls in to access or make changes to the account. Customers may change the Security Code by contacting Grande's Customer Care Representatives (see contact information section).

CONTACT INFORMATION

CONTACT GRANDE
You can contact Grande by mail at:
Grande Communications®
401 Carlson Circle, San Marcos, Texas 78666;
Phone: 877-647-2633
Fax: (512) 878-4287
On the web: http://www.mygrande.com/contact_us

CONTACT THE PUBLIC UTILITY COMMISSION OF TEXAS
For information, or to file a complaint, you may contact the Commission at:
Public Utility Commission of Texas
Office of Customer Protection
P. O. Box 13326, Austin, Texas 78711-3326
Phone: (512) 936-7120
Texas toll free: (888) 782-8477
Fax: (512) 936-7003
Email address: customer@puc.state.tx.us
Website: http://www.puc.state.tx.us
Telecommunications Devices for the Deaf (TTY): (512) 936-7136
and Relay Texas toll free: (800) 735-2989

CONTACT THE FEDERAL COMMUNICATIONS COMMISSION
445 12th Street, SW
Washington, DC 20554
fccinfo@fcc.gov
Voice toll-free: 1-888-225-5322 (1-888-CALL FCC)
TTY toll-free: 1-888-835-5322 (1-888-TELL FCC)
FAX toll-free: 1-866-418-0232

CONTACT THE ATTORNEY GENERAL OF TEXAS
Office of the Attorney General
P.O. Box 12548
Austin, Texas 78711-2548
Phone: (512) 463-2100
Website: cac@oag.state.tx.us

GRANDE CUSTOMER CARE CENTERS

Austin: 1923 East 7th Street, Suite 100 | Austin, Texas 78702
Corpus Christi: 6441 Saratoga Blvd. | Corpus Christi, Texas 78414
Dallas: 500 Tittle Road, Suite 400 | Lewisville, Texas 75056
Houston: c/o 401 Carlson Circle | San Marcos, Texas 78666
Midland: 3001 Cuthbert | Midland, Texas 79701
Odessa: 2401 East IH20 | Odessa, Texas 79766
San Antonio: 6480 N New Braunfels Ave, Suite 104 | San Antonio, Texas 78209
San Marcos: 341 Carlson Circle | San Marcos, Texas 78666
Waco: 7200 Imperial Drive | Waco, Texas 76712

WEBSITE: www.mygrande.com **PHONE**: 866-247-2633

GRANDE RETAIL CENTERS

AUSTIN: 1923 East 7th Street, Suite 100 | Austin, Texas 78702

CORPUS CHRISTI: 6441 Saratoga Blvd. | Corpus Christi, Texas 78414

DALLAS: 500 Tittle Drive, Suite 400 | Lewisville, Texas 75056

MIDLAND: 3001 Cuthbert | Midland, Texas 79701

ODESSA: 2401 East IH20 | Odessa, Texas 79766

SAN ANTONIO: 6480 N. New Braunfels Ave., Ste #104
San Antonio, Texas 78209

SAN MARCOS: 341 Carlson Circle | San Marcos, Texas 78666

WACO: 7200 Imperial Drive | Waco, Texas 76712

WEBSITE: www.mygrande.com

PHONE: 866-247-2633

IMPORTANT CUSTOMER INFORMATION

TiVo Service Number: (can be found on the back panel of your TiVo Premiere/Premiere Q from Grande)

_____

TiVo Stream Service Number (TSN): (can be found on the bottom of your TiVo Stream from Grande)

_____

Customer Email Address:

_____

Customer Username:

_____

Customer Password:

_____

Home Networking Password:

_____

Account Phone Number:

_____

Voicemail Password: (default set to 9999)

_____

Account PIN:

_____

GRANDE
COMMUNICATIONS®
Here For You